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Welcome to DialogLink - Version 5

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Thomson File Histories are now available directly through *Dialog*. Combined with the comprehensive patent and trademark information on *Dialog*, file histories give you the most complete view of a patent or trademark and its history in one place. When searching in the following patent and trademark databases, a link to an online order form is displayed in your search results, saving you time in obtaining the file histories you need.

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- CLAIMS/Current Patent Legal Status (File 123)
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- INPADOC/Family and Legal Status (File 345)
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- U.S. Patents Fulltext (1976-present) (File 654)
- WIPO/PCT Patents Fulltext (File 349)
- TRADEMARKSCAN - U.S. Federal (File 226)

DialogLink 5 Release Notes

New features available in the latest release of DialogLink 5 (August 2006)

- Ability to resize images for easier incorporation into DialogLink Reports
- New settings allow users to be prompted to save Dialog search sessions in the format of their choice (Microsoft Word, RTF, PDF, HTML, or TEXT)
- Ability to set up Dialog Alerts by Chemical Structures and the addition of Index Chemicus as a structure searchable database
- Support for connections to STN Germany and STN Japan services

Show Preferences for details

? Help Log On Msg

*** ANNOUNCEMENTS ***

*** Join us for Update 2008! Dialog is holding updates this fall in several areas and would love for you to join us. Visit www.dialog.com/events/update to register or enter HELP UPDATES for more information.

*** "Thomson File Histories" are now available directly through Dialog in selected patent and trademark files. Combined with the comprehensive patent and trademark information on Dialog, file histories give you the most complete view of a patent or trademark and its history in one place. When searching in one of the patent and trademark databases, a link to an online order form is displayed in your search results, saving you time in obtaining the file histories you need. See HELP FILEHIST for more information about how to use the link and a list of files that contain the link.

NEW FILE

***File 651, TRADEMARKSCAN(R) - China. See HELP NEWS 651 for details.

RESUMED UPDATING

***File 523, D&B European Financial Records

RELOADS COMPLETED

***File 227, TRADEMARKSCAN(R) - Community Trademarks

FILES RENAMED

***File 321, PLASPEC now known as Plastic Properties Database

FILES REMOVED

***File 601,Early Edition Canada

>>>For the latest news about Dialog products, services, content<<<
>>>and events, please visit What's New from Dialog at <<<
>>><http://www.dialog.com/whatsnew/>. You can find news about <<<
>>>a specific database by entering HELP NEWS <file number>. <<<

? Help Off Line

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Connecting to Scott Jarrett - Dialog - 276702

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No databases have items, of 516 searched.

Hits	File	<u>Name</u>
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Hits	File	Name
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8	7	<u>Social SciSearch(R) 1972-2008/Oct W4</u>
3	8	<u>Ei Compendex(R) 1884-2008/Oct W3</u>
36	9	<u>Business & Industry(R) Jul/1994-2008/Oct 28</u>

7	10	<u>AGRICOLA 70-2008/Oct</u>
28	11	<u>PsycINFO(R) 1887-2008/Oct W2</u>
27	13	<u>BAMP 2008/Oct 27</u>
121	15	<u>ABI/Inform(R) 1971-2008/Oct 28</u>
199	16	<u>Gale Group PROMT(R) 1990-2008/Oct 20</u>
16	18	<u>Gale Group F&S Index(R) 1988-2008/Oct 20</u>
155	20	<u>Dialog Global Reporter 1997-2008/Oct 29</u>
3	22	<u>Employee Benefits 1986-2008/Sep</u>
9	35	<u>Dissertation Abs Online 1861-2008/Oct</u>
2	38	<u>America</u>
1	39	<u>Historical Abstracts 1973-2005</u>
2	45	<u>EMCare 2008/Oct W2</u>
22	47	<u>Gale Group Magazine DB(TM) 1959-2008/Oct 13</u>
2	49	<u>PAIS Int. 1976-2008/Sep</u>
1	50	<u>CAB Abstracts 1972-2008/Oct W4</u>
1	65	<u>Inside Conferences 1993-2008/Oct 27</u>
1	73	<u>EMBASE 1974-2008/Oct 29</u>
1	74	<u>Int.Pharm.Abs 1970-2008/Aug B2</u>
9	75	<u>TGG Management Contents(R) 86-2008/Oct W1</u>
1	79	<u>Foods Adlibra(TM) 1974-2002/Apr</u>
22	88	<u>Gale Group Business A.R.T.S. 1976-2008/Oct 29</u>
1	93	<u>TableBase(R) Sep 1997-2008/Sep W4</u>
2	95	<u>TEME-Technology & Management 1989-2008/Oct W2</u>
2	111	<u>TGG Natl.Newspaper Index(SM) 1979-2008/Oct 27</u>
1	112	<u>UBM Industry News 1998-2004/Jan 27</u>
2	120	<u>U.S. Copyrights 1978-2008/Oct 21</u>
1	122	<u>Harvard Business Review 1971-2007/Sep</u>
1	132	<u>S&P's Daily News 1985-2008/Oct 20</u>
1	139	<u>EconLit 1969-2008/Sep</u>
2	141	<u>Readers Guide 1983-2008/Sep</u>
2	142	<u>Social Sciences Abstracts 1983-2008/Sep</u>
4	144	<u>Pascal 1973-2008/Oct W2</u>
304	148	<u>Gale Group Trade & Industry DB 1976-2008/Oct 27</u>
26	160	<u>Gale Group PROMT(R) 1972-1989</u>
4	180	<u>Federal Register 1985-2008/Oct 28</u>
1	203	<u>AGRIS 1974-2008/Jun</u>
2	216	<u>ONTAP(R) Gale Group PROMT(R)</u>
2	247	<u>ONTAP(R) Gale Group Magazine Index(TM)</u>
1	248	<u>PIRA 1975-2008/Dec W1</u>
5	249	<u>Mgt. & Mktg. Abs. 1976-2007Apr W5</u>
10	262	<u>CBCA Fulltext 1982-2008/Oct W4</u>
1	267	<u>Finance & Banking Newsletters 2008/Sep 29</u>
6	268	<u>Banking Info Source 1981-2008/Oct W2</u>
7	275	<u>Gale Group Computer DB(TM) 1983-2008/Oct 16</u>
5	277	<u>ONTAP(R) Investext(R)</u>
2	281	<u>ONTAP(R) Gale Group MARS(R)</u>
1	292	<u>GEOBASE(TM) 1980-2008/Oct W2</u>
1	342	<u>Patents Citation Index 1960-200864</u>
1	348	<u>EUROPEAN PATENTS 1978-200841</u>

10	349	<u>PCT FULLTEXT 1979-2008/UB=20081023 UT=20081016</u>
3	351	<u>Derwent WPI 1963-2008/UD=200868</u>
1	387	<u>The Denver Post 1994-2008/Oct 28</u>
1	397	<u>Las Vegas Review-Journal 1997-2005/Sep 28</u>
5	420	<u>UnCover 1988-2001/May 31</u>
1	427	<u>Fort Worth Star-Telegram 1993-2004/Feb 25</u>
1	434	<u>SciSearch(R) Cited Ref Sci 1974-1989/Dec</u>
8	440	<u>Current Contents Search(R) 1990-2008/Oct 28</u>
5	471	<u>New York Times Fulltext 1980-2008/Oct 25</u>
7	474	<u>New York Times Abs 1969-2008/Oct 29</u>
2	475	<u>Wall Street Journal Abs 1973-2008/Oct 28</u>
3	483	<u>Newspaper Abs Daily 1986-2008/Oct 28</u>
17	484	<u>Periodical Abs Plustext 1986-2008/Sep W4</u>
16	485	<u>Accounting & Tax DB 1971-2008/Oct W3</u>
1	487	<u>Columbus Ledger-Enquirer 1994-2008/Oct 18</u>
3	492	<u>Arizona Repub/Phoenix Gaz 19862002/Jan 06</u>
2	494	<u>St LouisPost-Dispatch 1988-2008/Oct 26</u>
1	532	<u>Bangor Daily News 1996-2008/Oct 27</u>
36	541	<u>SEC Online(TM) Annual Repts 1997/Sep W3</u>
71	542	<u>SEC Online(TM) 10-K Reports 1997/Sep W3</u>
12	543	<u>SEC Online(TM) 10-Q Reports 1997/Sep W3</u>
5	544	<u>SEC Online(TM) Proxy Repts 1997/Sep W3</u>
18	553	<u>Wilson Bus. Abs. 1982-2008/Sep</u>
4	557	<u>Mergent Company News Reports 2001-2007/Jun</u>
37	564	<u>ICC Brit.Co.Ann.Rpts 1984-2004/Jun 22</u>
43	570	<u>Gale Group MARS(R) 1984-2008/Oct 20</u>
3	583	<u>Gale Group Globalbase(TM) 1986-2002/Dec 13</u>
18	608	<u>MCT Information Svc. 1992-2008/Oct 29</u>
16	609	<u>Bridge World Markets 2000-2001/Oct 01</u>
68	610	<u>Business Wire 1999-2008/Oct 29</u>
3	612	<u>Japan Economic Newswire(TM) 1984-2008/Oct 28</u>
17	613	<u>PR Newswire 1999-2008/Oct 29</u>
1	618	<u>Xinhua News 1999-2008/Oct 29</u>
7	619	<u>Asia Intelligence Wire 1995-2008/Oct 27</u>
104	621	<u>Gale Group New Prod.Annou.(R) 1985-2008/Oct 06</u>
2	623	<u>Business Week 1985-2008/Oct 29</u>
4	624	<u>McGraw-Hill Publications 1985-2008/Oct 29</u>
4	625	<u>American Banker Publications 1981-2008/Jun 26</u>
2	627	<u>EIU</u>
4	631	<u>Boston Globe 1980-2008/Oct 27</u>
1	633	<u>Phil.Inquirer 1983-2008/Oct 29</u>
1	634	<u>San Jose Mercury Jun 1985-2008/Oct 27</u>
30	635	<u>Business Dateline(R) 1985-2008/Oct 24</u>
15	636	<u>Gale Group Newsletter DB(TM) 1987-2008/Oct 20</u>
1	637	<u>Journal of Commerce 1986-2008/Oct 30</u>
1	638	<u>Newsday/New York Newsday 1987-2008/Oct 26</u>
3	640	<u>San Francisco Chronicle 1988-2008/Oct 29</u>

1	641	<u>Rocky Mountain News Jun 1989-2008/Oct 28</u>
2	642	<u>The Charlotte Observer 1988-2008/Oct 26</u>
2	645	<u>Contra Costa Papers 1995- 2008/Apr 27</u>
4	647	<u>UBM Computer Fulltext 1988-2008/Oct W1</u>
110	649	<u>Gale Group Newswire ASAP(TM) 2008/Oct 07</u>
13	654	<u>US PAT.FULL. 1976-2008/OCT 21</u>
1	660	<u>Federal News Service 1991-2002/Jul 02</u>
1	684	<u>Bradenton Herald 1992-2008/Oct 13</u>
2	696	<u>DIALOG Telecom. Newsletters 1995-2008/Oct 28</u>
1	701	<u>St Paul Pioneer Pr Apr 1988-2008/Oct 28</u>
4	702	<u>Miami Herald 1983-2008/Oct 29</u>
2	706	<u>(New Orleans)Times Picayune 1989-2008/Oct 29</u>
7	707	<u>The Seattle Times 1989-2008/Oct 26</u>
2	709	<u>Richmond Times-Disp. 1989-2008/Oct 25</u>
2	710	<u>Times/Sun.Times(London) Jun 1988-2008/Oct 29</u>
3	711	<u>Independent(London) Sep 1988-2006/Dec 12</u>
1	713	<u>Atlanta J/Const. 1989-2008/Oct 28</u>
1	714	<u>(Baltimore) The Sun 1990-2008/Oct 26</u>
2	718	<u>Pittsburgh Post-Gazette Jun 1990-2008/Oct 29</u>
2	719	<u>(Albany) The Times Union Mar 1986-2008/Oct 27</u>
1	720	<u>(Columbia) The State Dec 1987-2008/Oct 28</u>
1	723	<u>The Wichita Eagle 1990-2008/Oct 28</u>
2	724	<u>(Minneapolis)Star Tribune 1989-1996/Feb 04</u>
5	726	<u>S.China Morn.Post 1992--2008/Oct 28</u>
16	727	<u>Canadian Newspapers 1990-2008/Oct 28</u>
7	728	<u>Asia/Pac News 1994-2005/Dec W2</u>
2	734	<u>Dayton Daily News Oct 1990- 2008/Oct 25</u>
2	735	<u>St. Petersburg Times 1989- 2008/Oct 25</u>
1	736	<u>Seattle Post-Int. 1990-2008/Oct 24</u>
2	740	<u>(Memphis)Comm.Appeal 1990-2008/Oct 26</u>
2	741	<u>(Norfolk)Led./Pil. 1990-2008/Oct 28</u>
1	742	<u>(Madison)Cap.Tim/Wi.St.J 1990-2008/Oct 28</u>
1	748	<u>Asia/Pac Bus. Jrnl 1994-2005/Dec 13</u>
1	755	<u>New Zealand Newspapers 1995-2008/Oct 29</u>
1	757	<u>Mirror Publications/Independent</u>
1	759	<u>Business Insights 1992-2008/Oct</u>
3	762	<u>Euromonitor Market Res. 1991-2004/Apr</u>
2	764	<u>BCC Market Research 1989-2008/May</u>
1	765	<u>Frost & Sullivan 1992-1999/Apr</u>
1	767	<u>Frost & Sullivan Market Eng 2008/Oct 29</u>
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66	810	<u>Business Wire 1986-1999/Feb 28</u>
38	813	<u>PR Newswire 1987-1999/Apr 30</u>
1	816	<u>Canada NewsWire 1996-1999/Jun 24</u>
1	818	<u>Xinhua News 1996-1999/May 26</u>
4	985	<u>World News Connection(R) 1995-2008/Oct 29</u>

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Reordered Hits

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304	148	<u>Gale Group Trade & Industry DB 1976-2008/Oct 27</u>
199	16	<u>Gale Group PROMT(R) 1990-2008/Oct 20</u>
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110	649	<u>Gale Group Newswire ASAP(TM) 2008/Oct 07</u>
104	621	<u>Gale Group New Prod. Annou.(R) 1985-2008/Oct 06</u>
99	996	<u>NewsRoom 2000-2003</u>
71	542	<u>SEC Online(TM) 10-K Reports 1997/Sep W3</u>
68	610	<u>Business Wire 1999-2008/Oct 29</u>
66	810	<u>Business Wire 1986-1999/Feb 28</u>
43	570	<u>Gale Group MARS(R) 1984-2008/Oct 20</u>
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37	564	<u>ICC Brit.Co. Ann.Rpts 1984-2004/Jun 22</u>
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7	275	<u>Gale Group Computer DB(TM) 1983-2008/Oct 16</u>

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1	132	<u>S&P's Daily News 1985-2008/Oct 20</u>
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1	736	<u>Seattle Post-Int. 1990-2008/Oct 24</u>
1	742	<u>(Madison)Cap.Tim/Wi.St.J 1990-2008/Oct 28</u>
1	748	<u>Asia/Pac Bus. Jrnl 1994-2005/Dec 13</u>
1	755	<u>New Zealand Newspapers 1995-2008/Oct 29</u>
1	757	<u>Mirror Publications/Independent</u>
1	759	<u>Business Insights 1992-2008/Oct</u>
1	765	<u>Frost & Sullivan 1992-1999/Apr</u>
1	767	<u>Frost & Sullivan Market Eng 2008/Oct 29</u>
1	816	<u>Canada NewsWire 1996-1999/Jun 24</u>
1	818	<u>Xinhua News 1996-1999/May 26</u>

Estimated Cost Summary

Project		Client		Charge Code		Searcher		Job		Service Code	User Number
						Scott Jarrett				51	276702
Date		Time		SessionID		Subsession		Subaccount			
10/29/2008		12:37:34		144		3					
Data Base	Dial Units	Access Charge	Print Credit	Types	Prints	Report	Rank	Links	CSS	Total	
411	145.4870	427.73	0.00	0.00	0.00	0.00	0.00	0.00	0.00	427.73	
Sub Totals	145.4870	\$427.73	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$427.73	
Session Totals	145.8590	\$427.86		Telecom	\$12.66					\$440.52	

Begin 148, 20, 996, 610, 813, 727, 654, 781, 349, 474

[File 148] Gale Group Trade & Industry DB 1976-2008/Oct 27

(c) 2008 Gale/Cengage. All rights reserved.

**File 148: The CURRENT feature is not working in File 148. See HELP NEWS148.*

[File 20] Dialog Global Reporter 1997-2008/Oct 29

(c) 2008 Dialog. All rights reserved.

[File 996] NewsRoom 2000-2003

(c) 2008 Dialog. All rights reserved.

[File 610] Business Wire 1999-2008/Oct 29

(c) 2008 Business Wire. All rights reserved.

**File 610: File 610 now contains data from 3/99 forward. Archive data (1986-2/99) is available in File 810.*

[File 813] PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc. All rights reserved.

[File 727] Canadian Newspapers 1990-2008/Oct 28

(c) 2008 Southam Inc. All rights reserved.

[File 654] US PAT.FULL. 1976-2008/OCT 21

(c) Format only 2008 Dialog. All rights reserved.

[File 781] ProQuest Newsstand 1998-2008/Oct 28

(c) 2008 ProQuest Info&Learning. All rights reserved.

[File 349] PCT FULLTEXT 1979-2008/UB=20081023|UT=20081016

(c) 2008 WIPO/Thomson. All rights reserved.

[File 474] New York Times Abs 1969-2008/Oct 29

(c) 2008 The New York Times. All rights reserved.

SELECT (retail?? or store?) (n3) (employee? or personnel or labor or staff or worker)
(n2) (performance or productivity or proficiency) not py>2001

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

6706854	RETAIL??
10289923	STORE?
9013928	EMPLOYEE?
4173216	PERSONNEL
4742340	LABOR
9387177	STAFF
1557268	WORKER
13681906	PERFORMANCE
2431418	PRODUCTIVITY
98218	PROFICIENCY

2060 (RETAIL?? OR STORE?) (3N) (((EMPLOYEE? OR PERSONNEL) OR LABOR) OR STAFF)
OR WORKER) (2N) ((PERFORMANCE OR PRODUCTIVITY) OR PROFICIENCY)

97934797 PY>2001

S1 719 SELECT (RETAIL?? OR STORE?) (N3) (EMPLOYEE? OR PERSONNEL OR LABOR OR
STAFF OR WORKER) (N2) (PERFORMANCE OR PRODUCTIVITY OR PROFICIENCY) NOT PY>2001

?

? rd

Processing

>>>W: Duplicate detection is not supported for File 654.

Duplicate detection is not supported for File 349.

Records from unsupported files will be retained in the RD set.

S2 513 RD (UNIQUE ITEMS)

? s s2 and (expert or rule or ai) () system?

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processing

	513	S2
	2153312	EXPERT
	3572859	RULE
	383509	AI
	25952330	SYSTEM?
	32461	((EXPERT OR RULE) OR AI) (W) SYSTEM?
S3	11	S S2 AND (EXPERT OR RULE OR AI) () SYSTEM?

? s s2 and pos

	513	S2
	210153	POS
S4	68	S S2 AND POS

? t s3/ti/all

3/TI/1 (Item 1 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Maintenance... the business opportunity of the 1990s.

3/TI/2 (Item 2 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Third annual 1990 directory of human resources services, products and suppliers. (directory)

3/TI/3 (Item 1 from file: 654)

US PAT.FULL.

(c) Format only 2008 Dialog. All rights reserved.

Thematic response to a computer user's context, such as by a wearable personal computer

3/TI/4 (Item 2 from file: 654)

US PAT.FULL.

(c) Format only 2008 Dialog. All rights reserved.

Thematic response to a computer user's context, such as by a
wearable personal computer

3/TI/5 (Item 3 from file: 654)

US PAT.FULL.

(c) Format only 2008 Dialog. All rights reserved.

Thematic response to a computer user's context, such as by a
wearable personal computer

3/TI/6 (Item 4 from file: 654)

US PAT.FULL.

(c) Format only 2008 Dialog. All rights reserved.

Thematic response to a computer user's context, such as by a
wearable personal computer

3/106/7 (Item 1 from file: 349)

PCT FULLTEXT

(c) 2008 WIPO/Thomson. All rights reserved.

Country	Number	Kind	Date
---------	--------	------	------

3/106/8 (Item 2 from file: 349)
PCT FULLTEXT
(c) 2008 WIPO/Thomson. All rights reserved.

Country	Number	Kind	Date
---------	--------	------	------

3/106/9 (Item 3 from file: 349)
PCT FULLTEXT
(c) 2008 WIPO/Thomson. All rights reserved.

Country	Number	Kind	Date
---------	--------	------	------

3/106/10 (Item 4 from file: 349)
PCT FULLTEXT
(c) 2008 WIPO/Thomson. All rights reserved.

Country	Number	Kind	Date
---------	--------	------	------

3/106/11 (Item 5 from file: 349)
PCT FULLTEXT
(c) 2008 WIPO/Thomson. All rights reserved.

Country	Number	Kind	Date
---------	--------	------	------

? d s

Set Items Description

S1 719 SELECT (RETAIL?? OR STORE?) (N3) (EMPLOYEE? OR PERSONNEL OR LABOR OR
STAFF OR WORKER) (N2) (PERFORMANCE OR PRODUCTIVITY OR PROFICIENCY) NOT PY>2001

S2 513 RD (unique items)

S3 11 S S2 AND (EXPERT OR RULE OR AI) () SYSTEM?

S4 68 S S2 AND POS

? t s4/ti/all

4/TI/1 (Item 1 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Labor productivity in the retail trade industry, 1987-99: faced with fierce competition, consolidation, and increased demand, the industry experienced strong growth in labor productivity over the period, partially due to increased investments in information technologies. (Productivity in Retail Trade).(Industry Overview)(Statistical Data Included)

4/TI/2 (Item 2 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

IEE Selects NetSilicon to Deliver Connectivity for Retail POS Systems.

4/TI/3 (Item 3 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Pick 'n Pay, Leading South African Retail Chain, Selects NCR Point-of-Sale Software Solution.

4/TI/4 (Item 4 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Tesco Signs With Point of Sale Limited, Extends and Expands On Previous Solutions for Grocery and Fuel Retailing.

4/TI/5 (Item 5 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

StoreAlliance.com Launches New Food Industry Portal; Adds Value to Grocery-Focused ASP Offering.

4/TI/6 (Item 6 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

JDA Announces First License for New Internet Store Portal; Paper Warehouse First Retailer to Take Advantage of Back Office In-Store Capabilities.

4/TI/7 (Item 7 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Speed Merchants.

4/TI/8 (Item 8 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

New Point of Sale Ltd. Software System Uses Internet for Shoppers at Big Y Markets; First of 45 Stores is Installed in Massachusetts-Based Grocery Chain.

4/TI/9 (Item 9 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Point of Sale Ltd. Announces Expansion of Its Internet-Based Application Service Provider Business.

4/TI/10 (Item 10 from file: 148)

Gale Group Trade & Industry DB

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Chickasaw's TouchMark(TM) POS Integrates With Web-Based Initiative for Sonic Drive-Ins.

4/TI/11 (Item 11 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Seeking c-store people: CITGO reshapes its design, image.(CITGO Petroleum Corp.)

4/TI/12 (Item 12 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Enterprise Scheduling.

4/TI/13 (Item 13 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Mexican Retailer, Hemsá, Successfully Implements GERS' Retail Business Solution.

4/TI/14 (Item 14 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
GERS Retail Systems' Revolutionizes Catalog and Direct Marketing Operations With CustomerDirect.

4/TI/15 (Item 15 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Ultramar Diamond Shamrock Selects Radiant Systems for Chain-Wide POS Deployment.

4/TI/16 (Item 16 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
STS Systems ushers in The Connected Retailer™.

4/TI/17 (Item 17 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Point of Sale Ltd. Announces Record 1998 Third Quarter and Nine Month Financial Results.

4/TI/18 (Item 18 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems to Feature Its Latest Technology At Retail Systems 98, June 15-18 in New Orleans.

4/TI/19 (Item 19 from file: 148)

Gale Group Trade & Industry DB

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Tennessee-Based Sofa Connection Inc. Partners With GERS Retail Systems and Purchases the GERS Sequel System.

4/TI/20 (Item 20 from file: 148)

Gale Group Trade & Industry DB

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Fitness Resource Chooses the GERS Sequel System to Take Its Operations Into the Next Millennium.

4/TI/21 (Item 21 from file: 148)

Gale Group Trade & Industry DB

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Dick Blick Art Materials Puts Plans for Future in Motion as They Choose GERS Sequel System to Automate Daily Operations.

4/TI/22 (Item 22 from file: 148)

Gale Group Trade & Industry DB

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Quality Auto Sound Converts Smoothly to GERS Sequel System.

4/TI/23 (Item 23 from file: 148)

Gale Group Trade & Industry DB

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Carol House Furniture Upgrades with GERS Sequel System.

4/TI/24 (Item 24 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Accounting, corporate software transition into uncertain future.

4/TI/25 (Item 25 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
The pains of growing productivity: in borrowing measures of productivity from the manufacturing industry, service-focused retailers are missing the catalytic potential of information technologies.(Morton on Information Technology)(Column)

4/TI/26 (Item 26 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
All hands on deck: teamwork initiates from the buyer level to the stock room focus on improving operations. (Kmart)(It's Now or Never Supplement)(Company Profile)

4/TI/27 (Item 27 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
NCR INTRODUCES PENTIUM-BASED POINT-OF-SALE TERMINAL

4/TI/28 (Item 28 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Operating stores: high octane execution. (Special Report: A Management Horizons)

4/TI/29 (Item 29 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Marketing and selling: delivering customer satisfaction. (Special Report: A Management Horizons)

4/TI/30 (Item 30 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Mervyn's architecture cited. (Retail Innovation Technology Award awards department store for New Store Architecture)

4/TI/31 (Item 31 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

SCANNING MANAGEMENT SYSTEMS INTRODUCES A CASH-ier REPORTING SYSTEM FOR IBM 4680 SUPERMARKET APPLICATION USERS

4/TI/32 (Item 32 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Retailers find more uses for POS data. (point-of-sale scanning data used to make marketing decisions) (column)

4/TI/33 (Item 33 from file: 148)

Gale Group Trade & Industry DB

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C-store profit boosters. (Cover Story)

4/TI/34 (Item 34 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Four of the trendsetters: innovative service is a common goal. (Pep Boys-Manny, Moe and Jack, Land's End Inc., Home Depot Inc., and Wal-Mart Stores Inc.) (Toward 2000)

4/TI/35 (Item 35 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

Third annual 1990 directory of human resources services, products and suppliers. (directory)

4/TI/36 (Item 36 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Seigle's: a century old and still breaking rules. (company profile)

4/TI/37 (Item 37 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Productivity trends in department stores, 1967-86.

4/TI/38 (Item 38 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Ace Hardware Corporation. (Special Advertising Section) (company profile)

4/TI/39 (Item 1 from file: 20)
Dialog Global Reporter
(c) 2008 Dialog. All rights reserved.
CRS Retail Systems Hires Ed Soladay as President

4/TI/40 (Item 2 from file: 20)
Dialog Global Reporter
(c) 2008 Dialog. All rights reserved.
Point of Sale Limited Announces Second Quarter 2000 Results; Revenues rise 37% to a record \$7.7 million for Q2

4/TI/41 (Item 3 from file: 20)
Dialog Global Reporter
(c) 2008 Dialog. All rights reserved.
Point of Sale Limited To Announce Second Quarter FY 2000 Results

4/TI/42 (Item 4 from file: 20)

Dialog Global Reporter

(c) 2008 Dialog. All rights reserved.

Point of Sale Ltd. to Provide Software Systems to Narvesen ASA; Partners with Siemens on 'New Retail Solution Year 2000'; Norwegian Retail Chain Includes 430 Stores, 600 Tills

4/TI/43 (Item 5 from file: 20)

Dialog Global Reporter

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National Association of Convenience Stores Selects i2 and Point of Sale Ltd. as Partners in Internet Marketplace for \$505 Billion Convenience Store and Petroleum Marketing Industry

4/TI/44 (Item 6 from file: 20)

Dialog Global Reporter

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Point of Sale Ltd. Announces Launch of Innovative Web-Based Application Service Provider Subsidiary; StoreAlliance.com Opens for Business Online

4/TI/45 (Item 7 from file: 20)

Dialog Global Reporter

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Point of Sale Ltd. Announces First Quarter 2000 Results

4/TI/46 (Item 8 from file: 20)

Dialog Global Reporter

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Point of Sale Limited to Announce First Quarter FY 2000 Results

4/TI/47 (Item 9 from file: 20)

Dialog Global Reporter

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Point of Sale Ltd. Announces 1999 Second Quarter and Six Months Financial Results

4/TI/48 (Item 10 from file: 20)
Dialog Global Reporter
(c) 2008 Dialog. All rights reserved.
Corporate Profile for Point of Sale Ltd., dated Friday, July 2, 1999

4/TI/49 (Item 11 from file: 20)
Dialog Global Reporter
(c) 2008 Dialog. All rights reserved.
Point of Sale Ltd. Announces Nasdaq Ticker Symbol Change

4/TI/50 (Item 12 from file: 20)
Dialog Global Reporter
(c) 2008 Dialog. All rights reserved.
Point of Sale Ltd. Announces 1999 First Quarter Financial Results; Increased Revenues and Earnings
Highlight Quarter

4/TI/51 (Item 13 from file: 20)
Dialog Global Reporter
(c) 2008 Dialog. All rights reserved.
Stores Automated Systems Inc. -- SASI -- Adds Merchandise Management Solution From Turnkey Business
Solutions to Suite of POS Solutions

4/TI/52 (Item 14 from file: 20)
Dialog Global Reporter
(c) 2008 Dialog. All rights reserved.
Point of Sale Ltd. Announces Increased 1998 Fourth Quarter and Year End Financial Results; Increased
Revenues and Earnings Highlight Quarter and Year End

4/TI/53 (Item 15 from file: 20)
Dialog Global Reporter
(c) 2008 Dialog. All rights reserved.
Point of Sale Ltd. Announces 1998 Second Quarter and Six Month Financial Results

4/TI/54 (Item 16 from file: 20)

Dialog Global Reporter

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Utah's Department of Alcoholic Beverage Control Chooses GERS Sequel System to Automate Daily Operations At Its State-Run Liquor Stores

4/TI/55 (Item 17 from file: 20)

Dialog Global Reporter

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Two Top 100 U.S. Furniture Retailers Switch to the Efficiency of the GERS Sequel System

4/TI/56 (Item 18 from file: 20)

Dialog Global Reporter

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Futon North America and Bedmart Inc. Select the Gers Sequel System

4/TI/57 (Item 1 from file: 996)

NewsRoom 2000-2003

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Labor productivity in the retail trade industry, 1987-99

4/TI/58 (Item 2 from file: 996)

NewsRoom 2000-2003

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CRS Retail Systems Hires Ed Soladay as President of Europe

4/TI/59 (Item 3 from file: 996)

NewsRoom 2000-2003

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Execution: The missing link in retail operations

4/TI/60 (Item 4 from file: 996)

NewsRoom 2000-2003

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IEE Selects NetSilicon to Deliver Connectivity for Retail POS Systems-NetSilicon's NET+Works(TM)
"Solution-on-Chip" Network-Enables In-Store Electronic Pricing Displays

4/TI/61 (Item 5 from file: 996)

NewsRoom 2000-2003

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(POSI)(VLNK) National Association of Convenience Stores Selects i2 and Point of Sale Ltd. as Partners in
Internet Marketplace for \$505 Billion Convenience Store and Petroleum Marketing Industry

4/TI/62 (Item 6 from file: 996)

NewsRoom 2000-2003

(c) 2008 Dialog. All rights reserved.

Point of Sale Ltd. Announces 1999 Fourth Quarter and Year End Results

4/TI/63 (Item 1 from file: 610)

Business Wire

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Point of Sale Limited to Host Conference Call on Q4 and Year End Results

4/TI/64 (Item 2 from file: 610)

Business Wire

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Point of Sale Ltd. Announces 1999 Third Quarter and Nine Months Financial Results

4/TI/65 (Item 1 from file: 654)

US PAT.FULL.

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Product monitoring system particularly useful in merchandising
and inventory control

4/106/66 (Item 1 from file: 349)
PCT FULLTEXT
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Country	Number	Kind	Date
---------	--------	------	------

4/106/67 (Item 2 from file: 349)
PCT FULLTEXT
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Country	Number	Kind	Date
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4/106/68 (Item 3 from file: 349)
PCT FULLTEXT
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Country	Number	Kind	Date
---------	--------	------	------

? t s4/3,k/65,59,51,34,32,31,25

4/3,K/65 (Item 1 from file: 654)
Fulltext available through: [Order File History](#)
US PAT.FULL.
(c) Format only 2008 Dialog. All rights reserved.

4367268 **IMAGE Available
Derwent Accession: 1997-526662
Utility
CERTIFICATE OF CORRECTION
E/ Product monitoring system particularly useful in
merchandising and inventory control

Inventor: Halperin, Avner, Tel Aviv, IL
Teicher, Mordechai, Kfar Saba, IL
Assignee: Eldat Communication, Ltd. 03), Bnei Brak, IL
Eldat Communication Ltd IL
Examiner: Swann, Tod R. (Art Unit: 275)
Assistant Examiner: Meinecke-Diaz, Susanna
Law Firm: McDermott, Will & Emery

	Publication Number	Kind	Date	Application Number	Filing Date
	-----	--	-----	-----	-----
Main Patent 19970417	US 6105004	A	20000815	US 97839838	

Fulltext Word Count: 5312

**IMAGE Available

Summary of the Invention:

...shelves, place them in their shopping carts, and present them at a point of sale (POS) for identification, price calculation and payment. To identify each purchased product, the products are usually...

...a universal product code (UPC, or "bar-code") readable by a scanner connected to the POS. Scanning is done by a cashier holding each product to expose its UPC to the...

...UPC cannot be read by the scanner (which is quite common) are presented at the POS for re-scanning. Random re-scanning of the entire cart contents deter shoppers from dishonest...

Description of the Invention:

...downloads the prices to a plurality of electronic shelf labels 7 and a number of POS (points of sale) 8. A first, store-wide communication link between the central computer 2...

...at a time. Each portable unit 6 can also communicate with compatible communication ports of POS 8 and central computer 2 via additional communication links (not shown...

...receiver 30 used to communicate with the electronic shelf labels 7, central computer 2, and POS 8. It further includes a housing 32 and a two-button keypad 31 constituted of...

...surface 34 focuses the infrared transmission to limit communication only to a single selected label, POS, or computer...

...wireless transceiver 30, with an adjacent unit, which can be a shelf label 7, a POS 8, or the central computer 2. If such communication

is successful, portable unit 6 exchanges...

- ...the portable unit 6 to communicate with only a single adjacent unit (electronic shelf label, POS or central computer) at one time. Reflector 34 limits the infrared signal to a narrow beam pointing at the infrared transceiver 21 of the electronic shelf label (or POS, or central computer). Infrared transceiver 21 includes an infrared emitter and infrared sensor, both represented...
- ...consumer, after completing the purchase according to FIG. 9, points the portable unit at a POS (block 80) and presses any button (block 81). This causes the portable unit to communicate with the POS and upload thereto the contents of the purchase memory and, if appropriate, the category ID...
- ...The electronic shelf labels may be used to temporarily display information that is relevant for store personnel (e.g., sales performance, quantity in stock, etc.). The store personnel can then walk through the store with a portable unit that is used to read...

4/3,K/59 (Item 3 from file: 996)

NewsRoom 2000-2003

(c) 2008 Dialog. All rights reserved.

0283035541 15HQ12QN

Execution: The missing link in retail operations

Raman, Ananth

California Management Review , v 43 , n 3 , p 136

Saturday , June 30, 2001

Journal Code: AEFB Language: ENGLISH Record Type: Fulltext

Document Type: Scholarly Journal ISSN: 0008-1256

Word Count: 6,248

Text:

...can be improved.

Create Awareness of the Problem and Its Impact on the Firm's Performance

Many employees in retail companies are unaware of the extent and magnitude of these execution problems in their chains...

...organizations, store training and incentives motivate clerks to focus on scanning quickly rather than accurately. POS scanners should not be

viewed exclusively as labor-saving devices, as has been common in...argue that the execution problems reported here should logically lead us to avoid relying on POS and inventory data for inventory and supply chain planning. There are two flaws in this...

4/3,K/51 (Item 13 from file: 20)

Dialog Global Reporter

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04521944 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Stores Automated Systems Inc. -- SASI -- Adds Merchandise Management Solution From Turnkey Business Solutions to Suite of POS Solutions

BUSINESS WIRE

March 04, 1999

Journal Code: WBWE Language: English Record Type: FULLTEXT

Word Count: 649

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...Automated Systems Inc. -- SASI -- Adds Merchandise Management Solution From Turnkey Business Solutions to Suite of POS Solutions

-

...BUSINESS WIRE)--March 4, 1999--To further reinforce its commitment to provide the most comprehensive POS solution to the retail industry, Stores Automated Systems Inc. (SASI) announced today an agreement to integrate Turnkey Business Solutions' back office application with SASI's suite of POS solutions.

SASI also announced its intention to be the exclusive reseller of Turnkey Business Solutions...

...address merchandising related functions.

"Turnkey Business Solution's innovative back office solutions really complement our POS products," said Bernie Greenberg, President & CEO at SASI. "By integrating Turnkey's back office application with SASI's POS solutions, SASI can serve as a single source for "best of breed" POS products."

"The combination of SASI and Turnkey will help retailers to close the merchandising cycle...

...achieve their profit objectives."

SASI will also resell Turnkey's store software, interfaced with any POS solution, in the United States market. "Turnkey is poised to improve back office operations for...

...provide grocers with the tools necessary to reduce operating costs and to improve inventory and labor productivity.

Stores Automated Systems Inc., (SASI) is a leading provider of innovative software and hardware retail systems...

...of-sale, dual CRT configurations, as well as designing the industry's first multi-media POS system, the award-winning eEXPERIENCE(TM). SASI's systems are installed at major supermarkets, hypermarkets...

4/3,K/34 (Item 34 from file: 148)

Gale Group Trade & Industry DB

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04611592 Supplier Number: 08328901 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Four of the trendsetters: innovative service is a common goal. (Pep Boys-Manny, Moe and Jack, Land's End Inc., Home Depot Inc., and Wal-Mart Stores Inc.) (Toward 2000)

Chain Store Age Executive with Shopping Center Age , v66 , n1 , p33(2)

Jan , 1990

ISSN: 0193-1199

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 631 Line Count: 00054

...communication: Home Depot relies on a store-wide satellite system that allows communication from the POS system to the company's mainframe in the headquarters without the use of telephone lines...

...stock replenishment and better overall service to the customer. Home Depot, a Management Horizons High Performance Retailer, keeps employee training on a personal, entrepreneurial level via a broadcast video system to the satellite uplink...

4/3,K/32 (Item 32 from file: 148)

Gale Group Trade & Industry DB

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05095594 Supplier Number: 09834153 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Retailers find more uses for POS data. (point-of-sale scanning data used to make marketing decisions) (column)

Vaczek, Dave

Drug Store News , v13 , n2 , p9(1)

Jan 21 , 1991

Document Type: column

ISSN: 0191-7587

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 870 Line Count: 00069

Retailers find more uses for POS data. (point-of-sale scanning data used to make marketing decisions)
(column)

Text:

Retailers find more uses for POS data

Supermarkets are increasingly using POS scan data to make decisions on product marketing. In short, they are employing the data...

...cashier checkout performance and labor scheduling, the functions that initially justified the purchase of advanced POS systems.

A survey last year by the Food Marketing Institute --the first time the trade group sought answers from the supermarkets on their use of POS data -- reveals a lively interest by supermarkets' in such areas as space management, marketing by...

...for a handful of progressive chains, supermarkets haven't been among the leaders in using POS data.

"A lot of organizations that got into scanning after supermarkets have leap-frogged the...

...points to the major discount chains and the automotive industry as examples of more aggressive POS data users in marketing.

One hurdle for the groceries, Bishop says, has been a lack...

...as good as it should be," Bishop add.

By far, current and planned uses of POS data mentioned most by supermarkets in the FMI survey are for "checkout performance" and "labor scheduling" at the store. They were cited by 52 percent and 39 percent, respectively, of the 192 responding companies...

...programs are building steam. They were ranked third at headquarters as a planned use of POS data. Of all companies with \$500 million sales and up, about 15 percent said they...

...employ price, ad, and shrink analysis and computer assisted ordering

with the increasing volume of POS data, their stores are producing as systems continue to be rolled out.

Pay Less appoints...

4/3,K/31 (Item 31 from file: 148)

Gale Group Trade & Industry DB

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05532100 Supplier Number: 11633748 (USE FORMAT 7 OR 9 FOR FULL TEXT)

SCANNING MANAGEMENT SYSTEMS INTRODUCES A CASH-ier REPORTING SYSTEM FOR IBM 4680 SUPERMARKET APPLICATION USERS

PR Newswire , 1218A3270

Dec 18 , 1991

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 370 Line Count: 00034

Text:

CANOGA PARK, Calif., Dec. 18 /PRNewswire/ -- Scanning Management Systems ("SCANNING") today introduced POS Plus (TM) CASH-ier (Cashier Accounting for Supermarket Health), an information system that provides users...

...historical data and is specifically designed for today's complex supermarket environment. Using CASH-ier, store management personnel can detect cashier productivity trends, sweetheart couponing and set guidelines for exception reporting.

Residing on the IBM 4680 Controller...

...with the IBM Supermarket Application. Daily cashier activity is automatically retrieved and updated in the POS Plus CASH-ier database as an extension of the standard IBM end-of-day procedure...

...the availability of significantly expanded cashier reporting, while facilitating continued use of the Application."

The POS Plus CASH-ier information system has a list price of \$499. SCANNING's pricing policy...

4/3,K/25 (Item 25 from file: 148)

Gale Group Trade & Industry DB

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09644880 Supplier Number: 17224767 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The pains of growing productivity: in borrowing measures of productivity from the manufacturing industry, service-focused retailers are missing the catalytic potential of information technologies.(Morton on Information Technology)(Column)

Morton, Jerry E.

Grocery Marketing , v61 , n7 , p32(3)

July , 1995

Document Type: Column

ISSN: 0888-0360

Language: English

Record Type: Fulltext

Word Count: 1720 Line Count: 00145

...up of many service and clerical personnel, most executives have long sought to improve these employees' productivity.

Unfortunately, most wholesale and retail executives evaluate employee productivity and the tools implemented to improve productivity (specifically, information technology) on models developed by the...

...offices, invested millions of dollars in mainframes and minis at its headquarters, converted stores to POS scanning and added other retail systems.

With each installation, the emphasis hasn't been on...

...the grocery business.

As a historical example, many grocery companies based their decision to install POS scanning systems on the manufacturer's models for productivity and cost justification of technology. Fortunately...

...is not on the speed of the cashier.

The non-food retailers' motives for installing POS scanning was and is information that will help their service and clerical workers work smarter...all the grocery companies that initially implemented an EPS as a stand-beside system to POS. Today, many of these retailers are interfacing POS and EPS for the information potential that was originally overlooked.

ESLs are a current victim...

...increasing productivity should focus on redefining tasks.

The cashier in a store equipped with integrated POS scanning

and EPS is more productive when viewed by the amount of information handled per...

? s s2 and (storeperform redprairie)

513 S2

0 STOREPERFORM REDPRAIRIE

S5 0 S S2 AND (STOREPERFORM REDPRAIRIE)

? d s

Set Items Description

S1 719 SELECT (RETAIL?? OR STORE?) (N3) (EMPLOYEE? OR PERSONNEL OR LABOR OR STAFF OR WORKER) (N2) (PERFORMANCE OR PRODUCTIVITY OR PROFICIENCY) NOT PY>2001

S2 513 RD (unique items)

S3 11 S S2 AND (EXPERT OR RULE OR AI) () SYSTEM?

S4 68 S S2 AND POS

S5 0 S S2 AND (STOREPERFORM REDPRAIRIE)

? s s2 and (training or learn?? or education?? or cbt)

Processing

Processing

513 S2

6803534 TRAINING

6703443 LEARN??

9532037 EDUCATION??

63138 CBT

S6 210 S S2 AND (TRAINING OR LEARN?? OR EDUCATION?? OR CBT)

? s s6 and sales

210 S6

14213434 SALES

S7 155 S S6 AND SALES

? t s7/ti/all

7/TI/1 (Item 1 from file: 148)

Gale Group Trade & Industry DB

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Among the best in the UK.

7/TI/2 (Item 2 from file: 148)

Gale Group Trade & Industry DB

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Labor productivity in the retail trade industry, 1987-99: faced with fierce competition, consolidation, and increased demand, the industry experienced strong growth in labor productivity over the period, partially due to increased investments in information technologies. (Productivity in Retail Trade).(Industry Overview)(Statistical Data Included)

7/TI/3 (Item 3 from file: 148)

Gale Group Trade & Industry DB

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Notes on Current Labor Statistics.

7/TI/4 (Item 4 from file: 148)

Gale Group Trade & Industry DB

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Progress in structural reform.(Statistical Data Included)

7/TI/5 (Item 5 from file: 148)

Gale Group Trade & Industry DB

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Macroeconomic policies and structural fiscal issues.(Statistical Data Included)

7/TI/6 (Item 6 from file: 148)

Gale Group Trade & Industry DB

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Recent developments and prospects.(Statistical Data Included)

7/TI/7 (Item 7 from file: 148)
Gale Group Trade & Industry DB
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Current Labor Statistics.(Statistical Data Included)

7/TI/8 (Item 8 from file: 148)
Gale Group Trade & Industry DB
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Notes on Current Labor Statistics.(Statistical Data Included)

7/TI/9 (Item 9 from file: 148)
Gale Group Trade & Industry DB
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Land Rover South Bay Master Technician Wins 2001 'Technicians' Challenge' Competition.

7/TI/10 (Item 10 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
MAKING THE BIG TIME: ONCE-FRUMPY CHICO'S ON RETAIL'S FAST TRACK.(Chico's now listed on New York Stock Exchange)(Statistical Data Included)

7/TI/11 (Item 11 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Full steam ahead for Tesco Express.(180 more stores planned over next 2 years)(Brief Article)

7/TI/12 (Item 12 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Consumer Scanning: Mall Shopping, E-Commerce Style -- TECHNOLOGY OFFERS BENEFITS FOR CONSUMERS AND RETAILERS, BUT ADOPTION WILL LIKELY BE SLOW.(Internet/Web/Online Service Information)

7/TI/13 (Item 13 from file: 148)

Gale Group Trade & Industry DB

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MEN'S WEARHOUSE'S NEW CAMPAIGN: BUSINESS CASUAL; COMPANY'S \$70 MILLION AD BUDGET WILL PUBLICIZE NEW STANDARDS OF DRESSING.(Statistical Data Included)

7/TI/14 (Item 14 from file: 148)

Gale Group Trade & Industry DB

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HOME HARDWARE STORES LTD.(Brief Article)(Statistical Data Included)

7/TI/15 (Item 15 from file: 148)

Gale Group Trade & Industry DB

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DM2 Announces Strategic Alliance With The Software Works! New Partnership Provides Seamless Software for Petroleum Convenience Stores and Distributors.

7/TI/16 (Item 16 from file: 148)

Gale Group Trade & Industry DB

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Haverty Furniture Companies, Inc. Reports 2000 First Quarter Results.

7/TI/17 (Item 17 from file: 148)

Gale Group Trade & Industry DB

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Stockreporter Announces Investment Opinion on HMG Worldwide.

7/TI/18 (Item 18 from file: 148)

Gale Group Trade & Industry DB

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New Point of Sale Ltd. Software System Uses Internet for Shoppers at Big Y Markets; First of 45 Stores is Installed in Massachusetts-Based Grocery Chain.

7/TI/19 (Item 19 from file: 148)
Gale Group Trade & Industry DB
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NRF MOVES TO WEB-BASED TRAINING.

7/TI/20 (Item 20 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Making a Good Bank Better.(Well-run banks steeped in tradition aren't always the best candidates for change. But with a new CEO, Mississippi's Trustmark Corp. is altering stereotypes of a corporate culture cast in stone.)

7/TI/21 (Item 21 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Seeking c-store people: CITGO reshapes its design, image.(CITGO Petroleum Corp.)

7/TI/22 (Item 22 from file: 148)
Gale Group Trade & Industry DB
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Home services.(includes related article on survey results)(home improvement retailers who offer home services)(Cover Story)

7/TI/23 (Item 23 from file: 148)
Gale Group Trade & Industry DB
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Looking beyond RevPAR: productivity consequences of hotel strategies.(room revenue per available room)

7/TI/24 (Item 24 from file: 148)
Gale Group Trade & Industry DB
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GERS Retail Systems to Feature Exciting New Software Applications At Retail Systems '99 Show, June 7-9, in

Chicago.

7/TI/25 (Item 25 from file: 148)

Gale Group Trade & Industry DB

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GERs Retail Systems to Display Its New Direct Marketing Product At the Annual Catalog Conference, May 17-19 in Chicago.

7/TI/26 (Item 26 from file: 148)

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Jim Malone Announced as Newest Account Executive to Join GERS Retail Systems' Sales Force.

7/TI/27 (Item 27 from file: 148)

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Mexican Retailer, Hemsá, Successfully Implements GERS' Retail Business Solution.

7/TI/28 (Item 28 from file: 148)

Gale Group Trade & Industry DB

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GERs Retail Systems' New Private Label Credit Processing Application Receives ``Two Thumbs Up'' From Customers.

7/TI/29 (Item 29 from file: 148)

Gale Group Trade & Industry DB

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GERs Retail Systems' Revolutionizes Catalog and Direct Marketing Operations With CustomerDirect.

7/TI/30 (Item 30 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems Successfully Implements Radio Frequency System At Grand Furniture.

7/TI/31 (Item 31 from file: 148)

Gale Group Trade & Industry DB

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In-store security: safeguarding against employee theft.(includes related article on interactive security software)

7/TI/32 (Item 32 from file: 148)

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Ultramar Diamond Shamrock Selects Radiant Systems for Chain-Wide POS Deployment.

7/TI/33 (Item 33 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems Premieres Its Retail Suite of Solutions At CTIA 1999, Feb. 8-10 in New Orleans.

7/TI/34 (Item 34 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems Premieres Its Retail Suite of Solutions At NRF '99 in New York City; Offerings Include Direct Marketing, Business Intelligence, and Workforce Empowerment.

7/TI/35 (Item 35 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems Unveils RetailAnalyst At 1999 International CES Show, January 7-10 in Las Vegas; First Offering in GERS' New Business Intelligence Initiative.

7/TI/36 (Item 36 from file: 148)

Gale Group Trade & Industry DB

(c) 2008 Gale/Cengage. All rights reserved.

MAGIC NUMBERS--TIGHT EXPENSE CONTROLS AND A FOCUS ON INTERNAL IMPROVEMENTS LED SPECIALTY FOOTWEAR RETAILERS TO POST THE HIGHEST NET MARGIN THEY'VE SEEN THIS DECADE.(1997 statistics)(Industry Overview)

7/TI/37 (Item 37 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems Furthers Its International Presence and Signs On Large Mexican Retailer; Del Sol Chooses the Efficiency of Award-Winning GERS System.

7/TI/38 (Item 38 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems to Showcase Its Enterprise-wide Client Server Retail Solution At RISCO '98, Oct. 18-21 in Denver.

7/TI/39 (Item 39 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems Teams Up With Symbol Technologies to Provide the Latest in Radio Frequency to Retailers.

7/TI/40 (Item 40 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems Offers Its Clients a Look At the Future With Year 2000 Web Site Page.

7/TI/41 (Item 41 from file: 148)

Gale Group Trade & Industry DB

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What goes down when minimum wages go up. (includes related article on motivating low-wage workforces)

7/TI/42 (Item 42 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems to Show Its Award-Winning Sequel System At Nationwide, August 8-11 in Chicago.

7/TI/43 (Item 43 from file: 148)

Gale Group Trade & Industry DB

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Retail productivity assessment using data envelopment analysis.

7/TI/44 (Item 44 from file: 148)

Gale Group Trade & Industry DB

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An inventory-theoretic approach to product assortment and shelf-space allocation.

7/TI/45 (Item 45 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems to Feature Its Latest Technology At Retail Systems 98, June 15-18 in New Orleans.

7/TI/46 (Item 46 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems To Feature Custom Order Entry At Spring High Point Market.

7/TI/47 (Item 47 from file: 148)

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GERS Retail Systems Unveils New Big Ticket Division for Home Furnishings Department Store Retailers At Spring High Point Market.

7/TI/48 (Item 48 from file: 148)

Gale Group Trade & Industry DB

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GERS Retail Systems Readies Itself for the New Millennium With Year 2000 Compliant Software.

7/TI/49 (Item 49 from file: 148)

Gale Group Trade & Industry DB

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CalTV Homestore Chooses the Efficiency of the GERS Sequel System to Streamline Their Operations.

7/TI/50 (Item 50 from file: 148)

Gale Group Trade & Industry DB

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Tennessee-Based Sofa Connection Inc. Partners With GERS Retail Systems and Purchases the GERS Sequel System.

7/TI/51 (Item 51 from file: 148)

Gale Group Trade & Industry DB

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Fitness Resource Chooses the GERS Sequel System to Take Its Operations Into the Next Millennium.

7/TI/52 (Item 52 from file: 148)

Gale Group Trade & Industry DB

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Dick Blick Art Materials Puts Plans for Future in Motion as They Choose GERS Sequel System to Automate Daily Operations.

7/TI/53 (Item 53 from file: 148)

Gale Group Trade & Industry DB

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Quality Auto Sound Converts Smoothly to GERS Sequel System.

7/TI/54 (Item 54 from file: 148)

Gale Group Trade & Industry DB

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Carol House Furniture Upgrades with GERS Sequel System.

7/TI/55 (Item 55 from file: 148)
Gale Group Trade & Industry DB
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Hamilton Bryan Co. Goes Live on GERS Sequel System.

7/TI/56 (Item 56 from file: 148)
Gale Group Trade & Industry DB
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People - the single point of difference - keeping them.(foodservice and restaurant industry employees)(Special Report: MUFSO)

7/TI/57 (Item 57 from file: 148)
Gale Group Trade & Industry DB
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Court OKs higher pay for better performance: pharmacy employer defends salary differential as legitimate and not discriminatory, based on productivity and other business factors.

7/TI/58 (Item 58 from file: 148)
Gale Group Trade & Industry DB
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Frohock-Stewart finishes transition.

7/TI/59 (Item 59 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
The impact of staffing policies on retail buyer job attitudes and behaviors.

7/TI/60 (Item 60 from file: 148)
Gale Group Trade & Industry DB
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Assessing the franchise option. (franchise systems)

7/TI/61 (Item 61 from file: 148)

Gale Group Trade & Industry DB

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How to build sales skills and savvy. (retail gift store personnel sales training) (includes related articles)

7/TI/62 (Item 62 from file: 148)

Gale Group Trade & Industry DB

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Productivity in retail miscellaneous shopping goods stores.

7/TI/63 (Item 63 from file: 148)

Gale Group Trade & Industry DB

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BATTERY ONE APPOINTS V.P. HUMAN RESOURCES

7/TI/64 (Item 64 from file: 148)

Gale Group Trade & Industry DB

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Decision making in retail goes high-tech.(Consulting Capabilities For the Retail Industry)

7/TI/65 (Item 65 from file: 148)

Gale Group Trade & Industry DB

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SPORT CHALET ANNOUNCES YEAR END RESULTS

7/TI/66 (Item 66 from file: 148)

Gale Group Trade & Industry DB

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84 Lumber's Joe Hardy builds for the '90s. (includes related articles on management and working conditions at 84 Lumber) (Company Profile)

7/TI/67 (Item 67 from file: 148)
Gale Group Trade & Industry DB
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Operating stores: high octane execution. (Special Report: A Management Horizons)

7/TI/68 (Item 68 from file: 148)
Gale Group Trade & Industry DB
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Marketing and selling: delivering customer satisfaction. (Special Report: A Management Horizons)

7/TI/69 (Item 69 from file: 148)
Gale Group Trade & Industry DB
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Retail store performance: D-I-Y retailers borrow money to expand business. (do-it-yourself retailers) (Market Measure '94) (Cover Story)

7/TI/70 (Item 70 from file: 148)
Gale Group Trade & Industry DB
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Retailing. (Industry Over view)

7/TI/71 (Item 71 from file: 148)
Gale Group Trade & Industry DB
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Can major C-store chains bounce back? (prospects for convenience stores)(includes related article) (Cover Story)

7/TI/72 (Item 72 from file: 148)
Gale Group Trade & Industry DB
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The new unemployed. (middle aged unemployed) (Cover Story)

7/TI/73 (Item 73 from file: 148)
Gale Group Trade & Industry DB
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THE BURTON GROUP PLC STREAMLINING OF OPERATIONS

7/TI/74 (Item 74 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Are you ready for a bonus plan?

7/TI/75 (Item 75 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Mervyn's architecture cited. (Retail Innovation Technology Award awards department store for New Store Architecture)

7/TI/76 (Item 76 from file: 148)
Gale Group Trade & Industry DB
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Electrical retailing in the 1990s: towards a new retail formula.

7/TI/77 (Item 77 from file: 148)
Gale Group Trade & Industry DB
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Maintenance... the business opportunity of the 1990s.

7/TI/78 (Item 78 from file: 148)
Gale Group Trade & Industry DB
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Circle K plans to cut back sharply, but hopefully stay. (Circle K Corp.'s bankruptcy reorganization)

7/TI/79 (Item 79 from file: 148)

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BURNS PHILP OF AUSTRALIA ANNOUNCES HALF-YEAR RESULTS

7/TI/80 (Item 80 from file: 148)

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Reducing stress is a must to slow employee attrition. (Effective Store Management) (Store Manager Training) (Column)

7/TI/81 (Item 81 from file: 148)

Gale Group Trade & Industry DB

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'Oddball' items draw D-I-Yers to Elliott's; horse supplies and \$40 nail pullers propel Dallas retailer to 45-percent margins. (do-it-yourselfers, Elliott's Hardware)

7/TI/82 (Item 82 from file: 148)

Gale Group Trade & Industry DB

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ABA 1991. (American Booksellers Association convention)(includes related articles on membership meeting, panels, breakfasts, independent presses, international, and other related information on the convention)

7/TI/83 (Item 83 from file: 148)

Gale Group Trade & Industry DB

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Brass with polish. (seven senior managers of Shoppers Drug Mart) (20th Anniversary Shoppers Drug Mart West: A Celebration - Advertising)

7/TI/84 (Item 84 from file: 148)

Gale Group Trade & Industry DB

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Foot Locker values sales staff.

7/TI/85 (Item 85 from file: 148)
Gale Group Trade & Industry DB
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C-store profit boosters. (Cover Story)

7/TI/86 (Item 86 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
Four of the trendsetters: innovative service is a common goal. (Pep Boys-Manny, Moe and Jack, Land's End Inc., Home Depot Inc., and Wal-Mart Stores Inc.) (Toward 2000)

7/TI/87 (Item 87 from file: 148)
Gale Group Trade & Industry DB
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Third annual 1990 directory of human resources services, products and suppliers. (directory)

7/TI/88 (Item 88 from file: 148)
Gale Group Trade & Industry DB
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Looking back to see ahead: writing the history of American retailing.

7/TI/89 (Item 89 from file: 148)
Gale Group Trade & Industry DB
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Good employee attitudes prod productivity. (Store Management Training Program, part 32) (includes test questions) (column)

7/TI/90 (Item 90 from file: 148)
Gale Group Trade & Industry DB
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The influence of employee perceptions of customer service on retail store sales. (Executive Summaries)

7/TI/91 (Item 91 from file: 148)

Gale Group Trade & Industry DB

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Seigle's: a century old and still breaking rules. (company profile)

7/TI/92 (Item 92 from file: 148)

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Where and how will we find service technicians? (farm equipment industry) (editorial)

7/TI/93 (Item 93 from file: 148)

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Casa Ole prexy reaps rewards from community involvement. (Larry Forehand)

7/TI/94 (Item 94 from file: 148)

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Who was that masked customer? Shop 'N Check helps retailers track in- store personnel performance.

7/TI/95 (Item 95 from file: 148)

Gale Group Trade & Industry DB

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Productivity trends in department stores, 1967-86.

7/TI/96 (Item 96 from file: 148)

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Ace Hardware Corporation. (Special Advertising Section) (company profile)

7/TI/97 (Item 97 from file: 148)

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Tandy sets ambitious goal: to become leader in U.S. consumer electronics. (company profile)

7/TI/98 (Item 98 from file: 148)

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Putting the finger on employee thieves: c-store security.

7/TI/99 (Item 99 from file: 148)

Gale Group Trade & Industry DB

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TV surveillance comes of age. (store security) (Technology and Operations)

7/TI/100 (Item 100 from file: 148)

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How to stop worrying and love the next recession. (plan for the next recession now)

7/TI/101 (Item 101 from file: 148)

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Thoughtware Inc. introduces Trigger software.

7/TI/102 (Item 102 from file: 148)

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Advertising: why, when and how.

7/TI/103 (Item 103 from file: 148)

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Productivity vital, say panelists. (Retail Forum) (column)

7/TI/104 (Item 104 from file: 148)
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Store training program create profits.

7/TI/105 (Item 105 from file: 148)
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Indianapolis chain gets a home-town-people image.

7/TI/106 (Item 106 from file: 148)
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Store profitability no. 1 concern. (supermarket employees)

7/TI/107 (Item 107 from file: 148)
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People power. (human productivity)

7/TI/108 (Item 1 from file: 20)
Dialog Global Reporter
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ShopperTrak and RCT Systems Merge To Form World's Leading Retail Intelligence Company

7/TI/109 (Item 2 from file: 20)
Dialog Global Reporter
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The News-Gazette, Champaign-Urbana, Ill., Business Briefs Column

7/TI/110 (Item 3 from file: 20)
Dialog Global Reporter
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TADS: Among the best in the UK

7/TI/111 (Item 4 from file: 20)
Dialog Global Reporter
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Fast Track; HOW TO MAKE IT IN YOUR CHOSEN CAREER THIS WEEK: RETAIL BUYER: Graduate careers

7/TI/112 (Item 5 from file: 20)
Dialog Global Reporter
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Banks point way in drive to merit-based structure

7/TI/113 (Item 6 from file: 20)
Dialog Global Reporter
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National Association of Convenience Stores Selects i2 and Point of Sale Ltd. as Partners in Internet Marketplace for \$505 Billion Convenience Store and Petroleum Marketing Industry

7/TI/114 (Item 7 from file: 20)
Dialog Global Reporter
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So will this mean lower prices and better service?

7/TI/115 (Item 8 from file: 20)
Dialog Global Reporter
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GERS Retail Systems Welcomes Alan Ayres as Director of Client Sales & Services

7/TI/116 (Item 9 from file: 20)

Dialog Global Reporter

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Point of Sale Ltd. Announces Increased 1998 Fourth Quarter and Year End Financial Results; Increased Revenues and Earnings Highlight Quarter and Year End

7/TI/117 (Item 10 from file: 20)

Dialog Global Reporter

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The Charlotte Observer, N.C., On The Move Column

7/TI/118 (Item 11 from file: 20)

Dialog Global Reporter

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GERS Retail Systems' International User Conference a Smashing Success for Retailers; More Than 700 Retailers Attend Four-Day Information and Fun-Filled Retail Event

7/TI/119 (Item 12 from file: 20)

Dialog Global Reporter

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Michael Hill increases profit in tough trading

7/TI/120 (Item 13 from file: 20)

Dialog Global Reporter

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GERS Retail Systems Welcomes Rick Hosley as Its Newest Board Member

7/TI/121 (Item 14 from file: 20)

Dialog Global Reporter

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Mannings upgrades shops, training to ride out storm

7/TI/122 (Item 15 from file: 20)

Dialog Global Reporter

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Utah's Department of Alcoholic Beverage Control Chooses GERS Sequel System to Automate Daily Operations At Its State-Run Liquor Stores

7/TI/123 (Item 16 from file: 20)

Dialog Global Reporter

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Trading tips

7/TI/124 (Item 17 from file: 20)

Dialog Global Reporter

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Two Top 100 U.S. Furniture Retailers Switch to the Efficiency of the GERS Sequel System

7/TI/125 (Item 18 from file: 20)

Dialog Global Reporter

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Futon North America and Bedmart Inc. Select the Gers Sequel System

7/TI/126 (Item 19 from file: 20)

Dialog Global Reporter

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Allstate Cellular and Communication Goes Live On the GERS Sequel System

7/TI/127 (Item 20 from file: 20)

Dialog Global Reporter

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Selden's Interior Furnishings Upgrades Its Operations to the GERS Sequel System

7/TI/128 (Item 1 from file: 996)
NewsRoom 2000-2003
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Labor productivity in the retail trade industry, 1987-99

7/TI/129 (Item 2 from file: 996)
NewsRoom 2000-2003
(c) 2008 Dialog. All rights reserved.
ShopperTrak and RCT Systems Merge To Form World's Leading Retail Intelligence Company-ShopperTrak
RCT Will Provide Retailers with the Tools Necessary to Make Effective Business Decisions

7/TI/130 (Item 3 from file: 996)
NewsRoom 2000-2003
(c) 2008 Dialog. All rights reserved.
Creating your compensation masterpiece--part II

7/TI/131 (Item 4 from file: 996)
NewsRoom 2000-2003
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Cut-price sandwich chain needs to beef up service;Benjys;The Enterprise Ne twork

7/TI/132 (Item 5 from file: 996)
NewsRoom 2000-2003
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Home Depot draws the line on checkout congestion Home improvement chain is implementing wireless
scanner technology in its 1,340 stores to expedite the customer checkout process

7/TI/133 (Item 6 from file: 996)
NewsRoom 2000-2003
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Execution: The missing link in retail operations

7/TI/134 (Item 7 from file: 996)
NewsRoom 2000-2003
(c) 2008 Dialog. All rights reserved.
Unicru brings AI to hiring of hourly employees.

7/TI/135 (Item 8 from file: 996)
NewsRoom 2000-2003
(c) 2008 Dialog. All rights reserved.
Consumer Scanning: Mall Shopping, E-Commerce Style -- TECHNOLOGY OFFERS BENEFITS FOR CONSUMERS AND RETAILERS, BUT ADOPTION WILL LIKELY BE SLOW PCs and other Internet-capable devices such as cellphones and PDAs will generate \$269 bil in US online sales in 2005, vs projected \$44.8 bil in 2000

7/TI/136 (Item 9 from file: 996)
NewsRoom 2000-2003
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Nation's Top Entrepreneurial Leadership Organization Joins Capitalyst and Harvard Business School Club of Washington DC as Educational Sponsor of the Washington DC Angel/Entrepreneur Conference

7/TI/137 (Item 10 from file: 996)
NewsRoom 2000-2003
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Men's Wearhouse's New Campaign: Business Casual Men's Wearhouse investing \$70 mil for new advertising campaign promoting the new rules of casual business attire which promotes tailored clothing

7/TI/138 (Item 11 from file: 996)
NewsRoom 2000-2003
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(POSI)(VLNK) National Association of Convenience Stores Selects i2 and Point of Sale Ltd. as Partners in Internet Marketplace for \$505 Billion Convenience Store and Petroleum Marketing Industry

7/TI/139 (Item 1 from file: 610)

Business Wire

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Storefront is Introduced; Provides Powerful Web-based Applications to Art and Gift Retailers

7/TI/140 (Item 1 from file: 727)

Canadian Newspapers

(c) 2008 Southam Inc. All rights reserved.

Business Inc.: Chronicling Calgary's Small Business Sector

7/TI/141 (Item 2 from file: 727)

Canadian Newspapers

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New way to measure productivity growth developed by StatCan

7/TI/142 (Item 1 from file: 654)

US PAT.FULL.

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Thematic response to a computer user's context, such as by a
wearable personal computer

7/TI/143 (Item 2 from file: 654)

US PAT.FULL.

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Thematic response to a computer user's context, such as by a
wearable personal computer

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Thematic response to a computer user's context, such as by a
wearable personal computer

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US PAT.FULL.

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Thematic response to a computer user's context, such as by a
wearable personal computer

7/TI/146 (Item 5 from file: 654)

US PAT.FULL.

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System and method for quantification of human performance
factors

7/106/147 (Item 1 from file: 349)

PCT FULLTEXT

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Country	Number	Kind	Date
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7/106/148 (Item 2 from file: 349)

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Country	Number	Kind	Date
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7/106/149 (Item 3 from file: 349)

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Country	Number	Kind	Date
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7/106/150 (Item 4 from file: 349)

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Country	Number	Kind	Date
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Country	Number	Kind	Date
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7/106/152 (Item 6 from file: 349)

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Country	Number	Kind	Date
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Country	Number	Kind	Date
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7/106/155 (Item 9 from file: 349)

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Country	Number	Kind	Date
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513 S2

4174782 RANK??

S8 41 S S2 AND RANK??

? t s7/ti/106,104,103,61

7/TI/106 (Item 106 from file: 148)

Gale Group Trade & Industry DB

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Store profitability no. 1 concern. (supermarket employees)

7/TI/104 (Item 104 from file: 148)
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Store training program create profits.

7/TI/103 (Item 103 from file: 148)
Gale Group Trade & Industry DB
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Productivity vital, say panelists. (Retail Forum) (column)

7/TI/61 (Item 61 from file: 148)
Gale Group Trade & Industry DB
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How to build sales skills and savvy. (retail gift store personnel sales training) (includes related articles)

? t s7/3,k/106,104,103,61

7/3,K/106 (Item 106 from file: 148)
Gale Group Trade & Industry DB
(c) 2008 Gale/Cengage. All rights reserved.
01752630 Supplier Number: 02745809 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Store profitability no. 1 concern. (supermarket employees)

Stone, Jody
Chain Store Age Supermarkets , v59 , p25(3)
May , 1983
Document Type: biography
ISSN: 0069-2395
Language: ENGLISH
Record Type: FULLTEXT; ABSTRACT
Word Count: 1073 Line Count: 00087

Even more than pay hikes, updated equipment would improve
productivity, store-level employees suggest
 "To improve sales and profits, this supermarket should
modernize its equipment.'
 "The company should have competitive pricing-- install...

...fellow workers who, in her eyes, may not be carrying their full load. After "better training" (10%), store-level workers most often urge management "to cut out nonperformers, make sure everyone...

...two-way street from the corporate boardroom to the store's backroom helps productivity, boosts sales, and, ultimately, improves the bottom line.

The four ingredients that most influence morale in supermarkets...

...3) job satisfaction; (4) company performance in terms of community contribution, competitiveness, growth and profitability.

Store performance: CSA asked a cross-section of store-level employees at conventional supermarkets, combo and superstores how they would rate their store's strength's...

...themselves with the best possible score.

While some employees call on management to provide more training, most store-level employees think that their skills are more than adequate; personal skills drew...

...with 37% giving themselves the top rating. Supermarkets would have a difficult time selling a training program to workers who already feel more than adequately qualified.

Besides, as most store-level...

...already feel that they're working hard, and without the benefits of modern equipment and training.

Company performance: In this dog-eat-dog world, supermarket employees seem to think that the...

7/3,K/104 (Item 104 from file: 148)

Gale Group Trade & Industry DB

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01885016 Supplier Number: 02866546 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Store training program create profits.

Chain Store Age - General Merchandise Edition , v59 , p130(2)

Aug , 1983

ISSN: 0193-1350

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 1347 Line Count: 00111

Store training program create profits.

Text:

Those companies that take training seriously realize that quality training pays handsome dividends. First, an improvement in employee skill results in lower wage costs per sales dollar because more sales are made, and shrinkage and waste are reduced. Secondly, the skillful, more productive workers feel happier about their jobs. They feel management that provides training has an interest in them and this reduces supervisory problems. Morale, then, is better, and... costs. Well-trained and happy employees approach their job with greater enthusiasm, which means greater productivity. The enthusiasm of store employees can be picked up by customers and converted into sales. The net result is increased profits.

Plus, training keeps employees up to par with the new processes that are continually entering the industry.

Critical success factors: If store training is to achieve these objectives, five critical success factors are required: management support, sound programs, evaluation, a superior training administrator and good instructors.

Management support. The first component in effective training must be the open support of top management. Employees must realize that top management places great importance on training. Executives can issue memos to this effect; encourage participation with awards, rewards, and certificates; even make appearances at and take part in training sessions. This kind of open support tells employees that the people who run the business...

...job is staffed by trained people.

If top management support is lacking, employees might approach training like reluctant schoolboys. Those in charge of funding and preparing programs may not go "all...

...the best programs possible. But if they know that it is the ceo's "baby," training becomes a high priority for everyone.

Management also has the responsibility of reviewing the general...

...to date with company philosophies, policies, planning and goals.

Sound programs. The content of every training session should be valued information, content tailored specifically to the needs of the group, be they register or stock clerks, salespeople, security guards or telephone operators. The substance for advanced training should not be a "rehash" of initial training courses, but rather material that takes the employee from where he or she is now...

...be consulted so their concerns about cashiering are incorporated into the course. Too often, however, training sessions are strictly academic, reflecting little insight into the day-to-day realities of the job. This is an easy way to "turn off" employees and make management view training as a waste of time.

Good programs are well organized. That is, they show a...

...concerns and strategies, and engage in "hands-on" applications or simulation activities.

Above all, each training session should work toward specific, tangible objectives. "To improve register performance," for example, is too

... Objectives break areas of learning into smaller more definable units. They give direction to the training activity and keep both parties on task.

Evaluation. Objectives also lead to another critical success factor--evaluation. Unless one knows the specific objective of a training session, evaluating its success is impossible.

Where appropriate, pretests and post-tests might be used to measure the success of a training program, particularly when information such as merchandise knowledge is the subject.

Where less objective issues such as "attitude" are the matter of the particular training, interviews with supervisors and customers can determine the success of the program. Where "selling" is the subject, sales figures can be used in measurement.

In other words, evaluate the effects of training. Measurement will give added significance to the training, help strengthen programs, and convince execs that training brings results.

Feedback is one major element in evaluation. During and at the conclusion of the training session, participants can be asked to comment on the appropriateness, usefulness, and effectiveness of the program. This generally can be done through a questionnaire.

Training personnel can also conduct a follow-up, with the participants and their supervisors, to determine the on-the-job effects of the training. After certain sessions, customer intercept surveys can provide useful information on the need for or the result of training. All of this feedback can then lead to modification of the program, or complete revision, for the next group.

Training administrator. The driving force in every good training program is the training administrator. This person is responsible for coordinating all training activities including developing programs, assigning instructors, scheduling workshops and participants. He is also the liaison to store managers, staff and management.

It is important that the training administrator keep close contact with top management, and know what its expectations of training are. In some cases the training administrator may have to build up a case to get management to throw more support to the training effort. This can be done by showing the positive results of training sessions. If "bottom line" impact of training can be documented, these results should be presented. For example, if sales in power tools increase substantially after salespeople attend a "product knowledge" workshop, top management should be made to see the correlation.

The training administrator, therefore, must be a versatile individual. He or she must know retailing well enough...

...management, and must understand thoroughly the teaching/learning process.

Instructors. The people giving instructions in training sessions should be good teachers. That is, they should not only know their subject matter...director convinces every actor that "there are no small parts in the theater,' the good training instructor convinces employees that every job is important.

When employees feel their job is important...

Descriptors:

...Sales personnel...

...Training;

7/3,K/103 (Item 103 from file: 148)

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01890654 Supplier Number: 02994007 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Productivity vital, say panelists. (Retail Forum) (column)

Chilton's Hardware Age , v220 , p46(2)

Nov , 1983

Document Type: column

ISSN: 8755-254X

Language: ENGLISH

Record Type: FULLTEXT

Word Count:

568 Line Count: 00047

By a wide margin, HARDWARE AGE Retail Panelists feel that employee productivity is a vital issue in their businesses. Some 91% feel this way, compared to a...

...use a variety of methods to improve the productivity of their workers, including gripe and training sessions, staff meetings, and incentive programs. Most (88%) rate these methods effective in improving sales and relations with their employees.

"My employees are more interested in their work,' comments an Illinois retailer who trains and provides his employees with incentives. A Massachusetts retailer says the training he provides his employees results in "better sales and less employee turnover.' Similarly, a Michigan retailer reports that "The training has helped sales , the gripe sessions have gotten problems out in the open.'

But some retailers say that...

...long as they would like. "Productivity rises, levels off, and then falls

until the next training meeting,' comments a retailer from Alabama.
A New Hampshire retailer notes that gripe sessions and...

...of attitudes toward their employees, however, indicating that different employers may expect different results from productivity programs.

A Nebraska retailer, for example, considers employee productivity a vital issue, but implies that productivity methods don't work because "people just don't care any more.' A retailer from Kansas says that training is important because "American employees are lax in carrying out their job responsibilities.'

Other employers...

...our business, good or bad.'

A retailer from New England comments that a graduate of sales training courses "becomes a new person.' He adds that more time should be devoted to training, teaching, encouraging and congratulating employees.

Finally, a Montana hardware store owner emphasizes that training employees and having regular meetings with them is important because "in a small business, it...

...a chance to show their ideas.' And a New York retailer plans to provide "more training sessions in seasonal products.'

Though their approaches differ, retailers generally agree that improving employee productivity is a smart way to maintain sales and provide a healthy working environment. As an Arkansas retailer notes, the importance of developing...

Descriptors: ...Employees, Training of...

7/3,K/61 (Item 61 from file: 148)

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08718944 Supplier Number: 18327976 (USE FORMAT 7 OR 9 FOR FULL TEXT)

How to build sales skills and savvy. (retail gift store personnel sales training) (includes related articles)

McAllister, Liane

Gifts & Decorative Accessories , v97 , n5 , p80(5)

May , 1996

ISSN: 0016-9889

Language: English

Record Type: Fulltext; Abstract

Word Count: 2251 Line Count: 00188

How to build sales skills and savvy. (retail gift store personnel sales training) (includes related articles)

Abstract: Well planned, formal, comprehensive sales training programs can enhance a gift store's image, build a

company of faithful customers, build employee confidence, competence and morale, an increase store sales and traffic. However, only approximately 25% of the gift stores have adopted sales training programs. To be successful, sales training programs must be well organized and planned and the stores must offer employees incentives for...

Abstract:

Text:

Structured, creative sales training programs for retail sales associates can be win-win situation - building employee morale, confidence and competence; leading to customer "converts" because of outstanding service and knowledge; resulting in increased sales and traffic; and even elevating some training-oriented gift stores to destination shopping status.

Lamentably, however, only about one-quarter of gift retailers offer any formal sales training, according to G&DA's latest market studies. "More specialty stores tell you that they have training than actually do," confides Barbara Rackes, chairman of the Small Stores Board, National Retail Federation...

...They teach their people how to run the register and push them out on the sales floor. The focus should be on customer service and problem-solving."

"The majority of retailers...

...owner has to be convinced it's a good idea," explains Dick Laffin, president, Retail Sales Training and Management, Marshfield, Mass. "It is also the owner's challenge to have the salespeople buy into training. Talk with them, find out what they want to learn, tie an incentive to the training."

"Training takes away the fear of rejection - a prepared salesperson feels he can close the sale and is an integral part of the team and the company. In fact, good sales training is looked on as a pathway to success - promotions, raises, customer satisfaction and more sales," concludes Mike Russo, president of the Gift Assn. of America, Bethlehem, Pa.

Lack of motivation and understanding of real salesmanship continues to be the greatest challenge for any sales training program, say the experts. Other recurrent salespeople's problems that training, hiring and evaluation practices must address include: lack of initiative and the ability to work...

...are responding by prosecuting the thieves.

Rising to these and other challenges, veteran retailers and sales training consultants offer the following training advice:

Plan training schedules

* Weekly or monthly meetings all year-round achieve continuity and maximum communication. * Newcomer training is best done intensively - daily for two weeks to a month. Cover basic areas: buying...

...for meeting time and make it mandatory that everyone attends and is punctual.

Prepare a training approach

* Prepare a written agenda, lesson plan and handouts for each session. Stick to your outline. Efficiently present the latest product/sales information and never treat this as a random, chit-chat session. * Vary training formats from lectures to role playing and discussion groups. * Pair up new employees with an experienced sales associate for several days or weeks. Then switch their roles; let the newcomer act as ...

...his/her knowledge. * Hire a secret shopper service (or ask a friend to shop the store) to report on employee performance, using the evaluation for further training. * Coach and build knowledge through incremental steps: teach, practice and review. Emphasize experiential learning. Studies...

...80 percent of what they do. * Invite outside experts to speak on all aspects of training such as sales reps and company spokespeople. * Invite senior employees to lead a session with their own agenda...

...board and an employee/customer newsletter are great ways to share store and product news.

Training the trainer

* Designate a sales training leader - the owner, a senior sales associate, a store or assistant store manager. * Prepare the trainer to perfect communications skills and to become familiar with cutting edge practices with in-store training, outside seminars, and access to books, tapes, articles. * Offer training for all key employees, ranging from formal lectures to partnering with senior mentors.

Teaching the art of selling

* Be friendly, attentive to customer needs. * Tailor sales techniques to individual shopper personalities: a) The dominant, control-oriented customer who prefers not be...the sale, helping with decision making, dealing with objections; e) Encourage add-on and impulse sales. * Eye contact and a friendly "Hello" are musts for the initial greeting. Position your friendliest...

...by asking, "Cash or charge?" or "Would you like this giftwrapped?" * Strive for add-on sales. Cross-merchandise and wardrobe related merchandise. Retailer Dean Snow estimates that if sales associates tagged on as little as 25 cents per sale, the store would have a 12 percent sales increase! * Help sales associates quarterback difficult situations by turning over a customer to another employee, perhaps a more ...

...related task), but Mary will be glad to continue to help you." *
Attention-getting fun sales techniques work. For example, have a
sales associate in the back of the store call out to a sales
associate in the front of the store: "Oh Laurie, have you seen what just
came...

...want to see, too!

Sharpen merchandising skills

* Share the knowledge and excitement of markets with sales
associates - trends you've seen and merchandise you've ordered. Solicit
their input on display...

...open question/answer sessions, or role playing. * Instill pride in
product knowledge by assigning individual sales associates areas of
expertise. Keep employees up to date by rotating assigned categories
periodically.

Preparing for the holidays

* Stage holiday training meetings six to eight weeks ahead.
Prioritize merchandise to be sold: i.e., seasonal merchandise...

...doubles as store display/packaging accessories or seasonal gifts, i.e.,
decorative tins, ornaments. * Train sales associates how to host
special events, work with pre- and post-holiday sales/layaways,
operate special holiday services from Christmas gift registries to gift
baskets.

Service as part of salesmanship

* Meeting customer needs is the goal. Elicit employee suggestions for
services at a sales meeting, i.e., special hours and flexible
scheduling. * Teach how to coordinate special store services...

...policy on an individual basis, so customers are not alienated. For
unusually difficult cases, teach sales associates how to gracefully
turn the customer over to a supervisor. * Stress messages positively to...

...reasonable dress code and say what is unacceptable. For reinforcement,
put a mirror in the sales associates' area with a sign above it
reading: "Would you do business with you?" Consultants...

...legal action. * Strategic timing for new employee evaluation is four to
six weeks after initial training

. Thereafter, annual reviews are
important landmarks of progress. However, on-the-spot merit reviews with...

...and bringing a more complete knowledge of his performance to his
manager. * Yardsticks for employee sales performance could include:
total dollar sales by employee, dollar sales per customer,
number of transactions or customers serviced. Management can evaluate
overall sales training through total staff sales
figures, average sales per transactions, number of transactions,
number and dollar amount of add-on sales.

Use these and other ideas to make your sales training an

effective stepping stone to more effective selling in the competitive years ahead.

Training for Gift
Managers and
'Wannabes,' Too

"Training helps us remain competitive in today's retail environment for office supplies, a market dominated by large warehouse clubs," states Heidi Gonzalez, training coordinator at McWhorter's, headquartered in San Jose, Calif. While the number of specialty office...

...from five stores in 1988 to 23 in 1996, thanks in part to several dynamic sales training programs that have "perpetuated customer service, product mix and innovative merchandising approaches," reports Gonzalez.

Descriptors:
...Sales--...

...Employee training--

? d s

Set Items Description

S1 719 SELECT (RETAIL?? OR STORE?) (N3) (EMPLOYEE? OR PERSONNEL OR LABOR OR STAFF OR WORKER) (N2) (PERFORMANCE OR PRODUCTIVITY OR PROFICIENCY) NOT PY>2001

S2 513 RD (unique items)

S3 11 S S2 AND (EXPERT OR RULE OR AI) () SYSTEM?

S4 68 S S2 AND POS

S5 0 S S2 AND (STOREPERFORM REDPRAIRIE)

S6 210 S S2 AND (TRAINING OR LEARN?? OR EDUCATION?? OR CBT)

S7 155 S S6 AND SALES

S8 41 S S2 AND RANK??

? t s8/ti/all

8/TI/1 (Item 1 from file: 148)

Gale Group Trade & Industry DB

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Progress in structural reform.(Statistical Data Included)

8/TI/2 (Item 2 from file: 148)

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Winn-Dixie Restructuring Yields Improved Results.(Brief Article)(Statistical Data Included)

8/TI/3 (Item 3 from file: 148)

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Productivity: The Art of Thriving in an Economic Slowdown.

8/TI/4 (Item 4 from file: 148)

Gale Group Trade & Industry DB

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What sold Warren Buffett, the nation's preeminent investor, on Barry and Eliot Tatelman and their furniture business? The brothers' fun-loving spirit wasn't the only thing they had going for them, but it definitely didn't hurt.(Jordan's Furniture Inc/)(Company Profile)

8/TI/5 (Item 5 from file: 148)

Gale Group Trade & Industry DB

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PETCO Reports Record Second Quarter Sales and Earnings.

8/TI/6 (Item 6 from file: 148)

Gale Group Trade & Industry DB

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Making a Good Bank Better.(Well-run banks steeped in tradition aren't always the best candidates for change. But with a new CEO, Mississippi's Trustmark Corp. is altering stereotypes of a corporate culture cast in stone.)

8/TI/7 (Item 7 from file: 148)

Gale Group Trade & Industry DB

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Seeking c-store people: CITGO reshapes its design, image.(CITGO Petroleum Corp.)

8/TI/8 (Item 8 from file: 148)

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Home services.(includes related article on survey results)(home improvement retailers who offer home services)(Cover Story)

8/TI/9 (Item 9 from file: 148)

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Best Buy Reports Record December Sales; Technology Products Drive Strong Holiday Season.

8/TI/10 (Item 10 from file: 148)

Gale Group Trade & Industry DB

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MAGIC NUMBERS--TIGHT EXPENSE CONTROLS AND A FOCUS ON INTERNAL IMPROVEMENTS LED SPECIALTY FOOTWEAR RETAILERS TO POST THE HIGHEST NET MARGIN THEY'VE SEEN THIS DECADE.(1997 statistics)(Industry Overview)

8/TI/11 (Item 11 from file: 148)

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Retail productivity assessment using data envelopment analysis.

8/TI/12 (Item 12 from file: 148)

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People - the single point of difference - keeping them.(foodservice and restaurant industry employees)(Special Report: MUFSO)

8/TI/13 (Item 13 from file: 148)

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Productivity per employee. (top 200 music products retailers in the US)

8/TI/14 (Item 14 from file: 148)
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High-tech training, Wal-Mart style: Coleman Peterson leads employee training at the nation's No. 1 retailer.
(Wal-Mart Stores Inc.)

8/TI/15 (Item 15 from file: 148)
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Survey shows food stores overstaffed. (United Kingdom)

8/TI/16 (Item 16 from file: 148)
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Can major C-store chains bounce back? (prospects for convenience stores)(includes related article) (Cover Story)

8/TI/17 (Item 17 from file: 148)
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The new unemployed. (middle aged unemployed) (Cover Story)

8/TI/18 (Item 18 from file: 148)
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Are you ready for a bonus plan?

8/TI/19 (Item 19 from file: 148)
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Does your retail business measure up? (Column)

8/TI/20 (Item 20 from file: 148)

Gale Group Trade & Industry DB

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ABA 1991. (American Booksellers Association convention)(includes related articles on membership meeting, panels, breakfasts, independent presses, international, and other related information on the convention)

8/TI/21 (Item 21 from file: 148)

Gale Group Trade & Industry DB

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Centralization slashes Service's utility costs. (Service Merchandise Company Inc. installs Logic One, building management system)

8/TI/22 (Item 22 from file: 148)

Gale Group Trade & Industry DB

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Retailers find more uses for POS data. (point-of-sale scanning data used to make marketing decisions) (column)

8/TI/23 (Item 23 from file: 148)

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C-store profit boosters. (Cover Story)

8/TI/24 (Item 24 from file: 148)

Gale Group Trade & Industry DB

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Check-out clout. (commercial bakers compete for supermarket shelf space)

8/TI/25 (Item 25 from file: 148)

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Third annual 1990 directory of human resources services, products and suppliers. (directory)

8/TI/26 (Item 26 from file: 148)

Gale Group Trade & Industry DB

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Getting more mileage out of capital spending. (Wal-Mart: Retailer of the Decade: Give Me a Facelift)
(company profile)

8/TI/27 (Item 27 from file: 148)

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Use of bar coding aids productivity. (patient care)

8/TI/28 (Item 28 from file: 148)

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'Real' sales and profits up for supermarkets in 1982. (1983 Supermarket Census)

8/TI/29 (Item 29 from file: 148)

Gale Group Trade & Industry DB

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Indianapolis chain gets a home-town-people image.

8/TI/30 (Item 30 from file: 148)

Gale Group Trade & Industry DB

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People power. (human productivity)

8/TI/31 (Item 1 from file: 20)

Dialog Global Reporter

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Two Top 100 U.S. Furniture Retailers Switch to the Efficiency of the GERS Sequel System

8/TI/32 (Item 1 from file: 996)

NewsRoom 2000-2003

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Winn-Dixie's Efforts Pay Off Winn-Dixie Stores Inc to complete remaining part of its restructuring, which involves retrofitting about 650 stores, by end of 6 /01

8/TI/33 (Item 2 from file: 996)

NewsRoom 2000-2003

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Bigger often means better, as giants' productivity shows Builders FirstSource ranks as most productive home improvement dealer among the top 25 in terms of sales, store growth; the pro dealer reported sales of \$1,500 mil in 1999

8/TI/34 (Item 3 from file: 996)

NewsRoom 2000-2003

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3D MANAGEMENT.

8/TI/35 (Item 1 from file: 727)

Canadian Newspapers

(c) 2008 Southam Inc. All rights reserved.

New way to measure productivity growth developed by StatCan

8/TI/36 (Item 1 from file: 654)

US PAT.FULL.

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System and method for quantification of human performance factors

8/TI/37 (Item 2 from file: 654)

US PAT.FULL.

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System and method for generating a knowledge worker
productivity assessment

8/TI/38 (Item 1 from file: 781)

ProQuest Newsstand

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City: This Week Bass hoping for five-star figures

8/106/39 (Item 1 from file: 349)

PCT FULLTEXT

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Country	Number	Kind	Date
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8/106/40 (Item 2 from file: 349)

PCT FULLTEXT

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Country	Number	Kind	Date
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8/106/41 (Item 3 from file: 349)

PCT FULLTEXT

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Country	Number	Kind	Date
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? t s8/3,k/37,36,30,19

8/3,K/37 (Item 2 from file: 654)

Fulltext available through: [Order File History](#)

US PAT.FULL.

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4152279 **IMAGE Available

Derwent Accession: 1999-383936

Utility

E/ System and method for generating a knowledge worker
productivity assessment

Inventor: Havens, Charnell T., Collin, TX

Assignee: Electronic Data Systems Corporation 02), Plano, TX

Electronic Data Systems Corp (Code: 48181)

Examiner: Tkacs, Stephen R. (Art Unit: 271)

Combined Principal Attorneys: Kennerly, Christopher W.; Griebenow, L. Joy

	Publication Number	Kind	Date	Application Number	Filing Date
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Main Patent	US 5909669	A	19990601	US 96625970	
19960401					

Fulltext Word Count: 8353

**IMAGE Available

Summary of the Invention:

...In accordance with one embodiment of the present invention, a system for generating a knowledge worker productivity assessment includes a database that stores survey data and benchmark values, the survey data numerically representing a qualitative assessment concerning a...

...selected characteristics of the information environment surrounding the surveyed knowledge workers in the form of ranks and weights. The system generates comparison values using the ranks and weights and compares the comparison values with one or more benchmark values representing surveys...

Description of the Invention:

...used in assessing the productivity of the workers. Framework 2 assigns a numeric value or rank to each information criterion 4 or worker criterion 6 each time the particular information criterion 4 or worker criterion 6 is qualitatively assessed. The resulting information criteria ranks 50 and worker criteria ranks 52, respectively, numerically represent the qualitative content of the assessments. In one embodiment, each information criteria rank 50 and worker criteria rank 52 represents a qualitative assessment concerning the perceived importance of a particular associated information criterion...

...to the following scale, the qualitative content of the assessment determining the associated information criteria rank 50:
"10"--information must consistently be adequate for any assigned task;
"9"--information must usually...

...Information criteria ranks 50 for the remaining information criteria 4 and worker criteria ranks 52 for worker criteria 6 would be similarly assigned according to the qualitative content of...

...assessments concerning information criteria 4 and worker criteria 6 in any suitable manner. Information sector rank totals 51 and worker sector rank totals 53 are equal to the sum of the information criteria ranks 50 and worker criteria ranks 52, respectively, within each information sector 5 and worker sector 7, respectively...

...Information criteria ranks 50 and worker criteria ranks 52 may be generated for each information criterion 4 and worker criterion 6, respectively, for...

...or group of workers within an organization or other worker community. Information and worker criteria ranks 50 and 52, respectively, may be generated by workers, peers, managers, supervisors, or in any other suitable fashion. In one embodiment, information criteria ranks 50 are generated by individual surveyed workers and worker criteria ranks 52 are generated by peers, managers, supervisors, or other associates of the surveyed workers, referred...

...workers, each of the twenty workers would be surveyed in order to generate information criteria ranks 50 for each information criterion 4. In addition, selected worker associates would be surveyed regarding the group of twenty workers as a whole in order to generate worker criteria ranks 50 for each worker criterion 6. Using information and worker criteria ranks 50 and 52, respectively, system 10 would then generate one or more knowledge worker productivity ...

...One or more surveys may be conducted to generate information criteria ranks 50 and worker criteria ranks 52. In one embodiment, each worker within a selected group of workers is surveyed, separately...

...Each surveyed worker qualitatively assesses information criteria 4 and, using framework 2, generates information criteria ranks 50 for each information criterion 4 according to the qualitative content of the assessments. Similarly...

...framework 2, each surveyed worker associate qualitatively assesses worker criteria 6 and generates worker criteria ranks 52 for each worker criterion 6 according to the qualitative content of the assessments...

...Collectively, information criteria ranks 50, worker criteria ranks 52, information criteria weights 54, worker criteria weights 56, information sector weights 55, and worker...

...to retrieve, modify, delete, store, or communicate information in some manner. Database 12 includes a rank database 14 and a weight database 16 that are populated with survey data 15 after survey data 15 has been suitably generated according to framework 2. In one embodiment, rank database 14 is populated with information criteria ranks 50 and worker criteria ranks 52, and weight database 16 is populated with information criteria weights 54, information sector weights...

...15. For example, benchmark database 18 may contain benchmark values for information and worker sector rank totals 51 and 53, respectively. As discussed more fully below, benchmark database 18 may contain...

...coupled to and accesses database 12. In general, retriever 20 retrieves information and worker criteria ranks 50 and 52, respectively, from rank database 14 and places information and worker criteria ranks 50 and 52, respectively, in a format suitable for manipulation by system 10. Retriever 20...

...coupled to segmentor 26. Segmentor 26 examines survey data 15, including information and worker criteria ranks 50 and 52, respectively, and determines whether to segment survey data 15 into multiple survey... associated with each survey data segment 32, 34, and 36. For example, if information criteria ranks 50 are not sufficiently uniform for the surveyed workers or group of workers, as specified...

...may segment survey data 15 into survey data segments 32, 34, and 36 for which ranks 50 are more internally uniform...

...32, 34, and 36 are discussed, the present invention contemplates segmenting survey data 15, including ranks 50 and 52, into as many survey data segments as are necessary or desirable. System...

...or segmentation parameters 28, respectively. Modifier 30 may modify survey data 15, including information criteria ranks 50 and worker criteria ranks 52, or may modify the processing activity of system 10 in any suitable manner. For...

...may prevent system 10 from further processing one or more incomplete,

questionable, or otherwise unsuitable ranks 50 or 52 and may delete such ranks 50 or 52 from rank database 14. Modifier 30 may cause system 10 to terminate processing entirely, pending appropriate modification of one or more incomplete, questionable, or otherwise unsuitable ranks 50 or 52. Furthermore, modifier 30 may cause new survey data 15 to be generated...

- ...without limitation: the high, low, mean, median, and standard deviation for information and worker criteria ranks 50 and 52, respectively; the high, low, mean, median, and standard deviation for information and ...
- ...standard deviation for weighted values equal to the product of the information and worker criteria ranks 50 and 52, respectively, and their associated information and worker criteria weights 54 and 56...
- ...for an absolute weighted value equal to the product of the information and worker criteria ranks 50 and 52, respectively, and their associated absolute weights 58 and 59, respectively; and any...
- ...without limitation: the high, low, mean, median, and standard deviation for information and worker sector rank totals 51 and 53, respectively; the high, low, mean, median, and standard deviation for information...
- ...standard deviation for a value of available information equal to the sum of information sector rank totals 51; the high, low, mean, median, and standard deviation for a value added by the worker to the available information equal to the sum of worker sector rank totals 53; the high, low, mean, median, and standard deviation for a knowledge worker productivity level equal to the sum all information sector rank totals 51 and worker sector rank totals 53; and any other value suitable for comparison with one or more benchmark values...
- ...In operation, retriever 20 retrieves survey data 15 from rank database 14, including information and worker criteria ranks 50 and 52, respectively, and formats survey data 15 for manipulation by system 10. Validator...
- ...criteria 4 and worker criteria 6 are qualitatively assessed in order to generate information criteria ranks 50 and worker criteria ranks 52, respectively. As discussed more fully above in connection with FIG. 1, framework 2 assigns...
- ...each time the particular criterion 4 or 6 is qualitatively assessed. The resulting information criteria ranks 50 and 52, respectively, numerically represent the qualitative content of the assessments. In one embodiment, each information criteria rank 50 and worker criteria rank 52 numerically represents a qualitative assessment concerning the perceived importance of a particular associated information...
- ...or more surveys may be conducted at step 104 to generate information and worker criteria ranks 50 and 52, respectively. In one embodiment,

each worker within a selected worker community or...

...surveyed worker qualitatively assesses information criteria 4 and,

according to framework 2, generates information criteria

ranks 50

for each information criterion 4 according the qualitative content of the assessments...

...worker associate qualitatively assesses worker criteria 6 and, according to framework 2, generates worker criteria ranks 52 for each worker criteria 6 according to the qualitative content of the assessments. The present invention contemplates generating information and worker criteria ranks 50 and 52, respectively, in any suitable manner at step 104

...

...productivity assessment system 10. Survey data 15 may include, without limitation, information and worker criteria ranks 50 and 52, respectively, information and worker criteria weights 54 and 56, respectively, and information...

...above in connection with FIG. 2, survey data 15 may be provided using database 12, rank database 14, and weight database 16, in any suitable combination. Survey data 15 may be...

...110 or only some of the survey data 15, for example, information and worker criteria ranks 50 and 52, respectively. The present invention contemplates retrieving survey data 15 in any manner...

...30 may modify survey data 15, such as by deleting the incomplete or otherwise unsuitable ranks 50 and 52, or may modify the processing activity of system 10 in some suitable...

...on this examination, segmentor 26 may segment survey data 15, including information and worker criteria ranks 50 and 52, respectively, into one or more survey data segments 32, 34, and 36 at step 124. For example, if information and worker criteria ranks 50 and 52, respectively, are not sufficiently uniform for the surveyed workers or group of workers, as specified by segmentation parameters 28, segmentor 26 may segment ranks 50 and 52 into survey data segments 32, 34, and 36 that are more internally...

...for each information and worker criterion 4 and 6, respectively, and information and worker sector rank totals 51 and 53 for each information and worker sector 5 and 7, respectively. Comparison...

...survey data 15 and manipulations of survey data 15. For example, information and worker sector rank totals 51 and 53, respectively, for one group of workers represented by survey data 15...

Exemplary or Independent Claim(s):

Non-exemplary or Dependent Claim(s):

- ...5. The system of claim 1, wherein the survey data comprises a plurality of criteria ranks, each criteria rank associated with a particular criterion...
- ...8. The system of claim 1, wherein the comparison value is a sector rank total equal to the sum of one or more criteria ranks associated with a sector...
- ...the comparison value is an absolute weighted value equal to the product of a criteria rank, a criteria weight, and a sector weight...
- ...a plurality of criteria ranks, each criteria rank associated with a particular criterion...
- ...13. The system of claim 10, wherein the comparison value is a sector rank total equal to the sum of one or more criteria ranks associated with a sector...
- ...the comparison value is an absolute weighted value equal to the product of a criteria rank, a criteria weight, and a sector weight...
- ...a plurality of criteria ranks, each criteria rank associated with a particular criterion...
- ...the comparison value is an absolute weighted value equal to the product of a criteria rank, a criteria weight, and a sector weight...

8/3,K/36 (Item 1 from file: 654)

Fulltext available through: [Order File History](#)

US PAT.FULL.

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4382820 **IMAGE Available

Derwent Accession: 2000-671820

Utility

E/ System and method for quantification of human performance factors

Inventor: Ibarra, David, South Jordan, UT

Assignee: Executing the Numbers, Inc. 02), South Jordan, UT
Executing Numbers Inc

Examiner: Trammell, James P. (Art Unit: 274)

Assistant Examiner: Nguyen, Cuong H.

Law Firm: Morriss, Bateman, O'Bryant & Compagni

	Publication Number	Kind	Date	Application Number	Filing Date
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Main Patent 19971126	US 6119097	A	20000912	US 97978532	

Fulltext Word Count: 7807

**IMAGE Available

Summary of the Invention:

...to sit through performance appraisals where the only real objective is for management to somehow rank employees so as to be able to compare them to each other, often for the...

Description of the Invention:

...performance. This is a so-called "Check-up from the Neck-up." The information is stored so that an employee's performance can be compared against previous month's performances. If an employee's performance has fallen...

? d s

No sets currently exist

? d s

Set	Items	Description
S1	719	SELECT (RETAIL?? OR STORE?) (N3) (EMPLOYEE? OR PERSONNEL OR LABOR OR STAFF OR WORKER) (N2) (PERFORMANCE OR PRODUCTIVITY OR PROFICIENCY) NOT PY>2001
S2	513	RD (unique items)
S3	11	S S2 AND (EXPERT OR RULE OR AI) () SYSTEM?
S4	68	S S2 AND POS
S5	0	S S2 AND (STOREPERFORM REDPRAIRIE)
S6	210	S S2 AND (TRAINING OR LEARN?? OR EDUCATION?? OR CBT)
S7	155	S S6 AND SALES
S8	41	S S2 AND RANK??

>>>F: User not logged in or session timeout

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